



# County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

## FAIRFAX COUNTY TITLE VI PROGRAM

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## **CHAPTER 1: INTRODUCTION**

### **1.1 Title VI of the Civil Rights Act of 1964**

The County of Fairfax, Virginia, is a Federal Transit Administration (FTA) grant recipient and is required by the FTA to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 prohibits discrimination against an individual or group, intentional or unintentional, on the basis of race, color, and national origin in any program or activity receiving federal financial assistance. This applies to the Fairfax Connector (fixed route bus service) and other County transit-related activities. The FTA Title VI Circular 4702.1B also includes requirements that address Presidential Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority and Low Income Populations.” The FTA Circular integrates the requirements found in Presidential Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency,” which addresses services to those individuals with Limited English Proficiency (LEP).

The County works to ensure that its transit services are provided in a nondiscriminatory manner and the opportunity for full and fair participation is offered to riders and others in the community. The County also meets the needs for services and materials for persons with limited English speaking ability. As part of the County’s provision of Title VI assurances that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of the County’s services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of the Title VI of the Civil Rights Act of 1964 and Executive Order 13116.

The County’s Title VI Program is governed by the Federal Transit Administration (FTA). FTA works to ensure nondiscriminatory transportation in support of its mission to enhance the social and economic quality of life for all Americans. The FTA Office of Civil Rights is responsible for monitoring Fairfax Connector (Connector) and County Title VI programs and ensuring our compliance with Title VI requirements. The Federal Transit Administration Title VI requirements for the County are delineated in FTA’s Title VI Circular 4702.1B. FTA’s revised circular provides guidance to grantees on how to comply with Title VI regulations, as well as to ensure grantees provide meaningful language access to persons who are limited English proficient. The circular provides specific compliance information for each type of grantee and provides comprehensive appendices, including additional guidance and examples to ensure recipients understand the requirements.

## 1.2 Description of Service

Fairfax County is located in the Commonwealth of Virginia. It is Virginia's most populous county with a 2010 population of 1,081,726, estimated at 1,142,234 in 2015. This is about 13.5% of the state's population. Fairfax County provides transit service through the Department of Transportation's (FCDOT) Transit Services Division. The Transit Services Division manages the Fairfax Connector, a locally owned fixed-route bus transit system operated by a contractor. Since its inception in 1985, the Connector system has grown significantly and now has the third largest bus fleet in the Washington, D.C. region and largest public bus fleet in Virginia.<sup>1</sup> As of 2015, the Fairfax Connector system consists of 85 routes that provide over 619,000 revenue hours annually, representing 57 percent of the total bus service in the County.

In addition to Fairfax Connector services, the Washington Metropolitan Area Transit Authority (WMATA) provides approximately 43 percent of the total bus service revenue hours in the County through Metrobus. Metrobus service is regionally focused, providing service across County lines, while Connector service is non-regional in nature and operates largely within the County boundaries. The County initiated Fairfax Connector in September 1985 as a cost-effective alternative to the provision of non-regional fixed-route/fixed-schedule bus service by WMATA, and significant expansion of the system has occurred since then.

The County also is served by two rail systems, WMATA's Metrorail and the Virginia Railway Express (VRE) commuter rail. The County is served by four Metrorail lines and 10 stations: the Orange Line along the I-66 corridor (three stations); the Blue Line from the Springfield area (one station); the Yellow Line (one station) from the Huntington area / Richmond Highway corridor; and the Silver Line (five stations) through Tysons to Reston. An extension to Washington Dulles International Airport and Loudoun County is expected to open in 2020, with three more stations in Fairfax County. VRE provides service to the County on two lines. The Manassas Line connects three stations in the Burke area to Alexandria, Arlington, and Washington DC, while the Fredericksburg Line connects two stations, in Lorton and Springfield respectively, to those locations.

## 1.3 Fairfax County Title VI Division Updates

The County, in its commitment to Title VI adherence, conducted a survey of FCDOT staff in June 2016. Title VI accomplishment Questionnaires were sent to all FCDOT heads of all divisions including Transit Services, Site Analysis and Transportation Planning, Capital Projects and Traffic Engineering, Transportation Design, and Special Projects (Dulles rail). The goal was to review FCDOT's outreach activities following the 2014 adoption of the Title VI Program by the Fairfax County Board of Supervisors and to identify accomplishments, issues, or determine where any improvements can be made. (The questionnaire is included as *Appendix A*)

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<sup>1</sup> National Transit Database, 2013 data

The overall responses demonstrate FCDOT's commitment to promoting inclusiveness. For example, meeting planners routinely consult the language map prior to public meetings to determine if interpreters will be needed. They also contact the relevant supervisor offices and the Department of Neighborhood and Community Services (NCS) staff to seek information such as awareness of any special language requirements or groups that would potentially need to be addressed. Language assistance and Americans with Disabilities Act (ADA) statements are always included when announcing public events through various media including newspaper, web advertisements, and mailings.

For example, over two years, the Capital Projects and Traffic Engineering Division held 28 community meetings. These were organized in cooperation with local Homeowners Associations, civic associations, or task force members. The local community members provided input on advertising strategies for the events. An attempt was made to invite all community members. Meetings were attended by residents living in the communities. No special languages were requested or provided, even though they were available. No Title VI concerns or issues were raised at any of the community meetings.

The Site Analysis and Transportation Planning Division also recently completed the *Countywide Transit Network Study (CTNS)* for which the Draft Final report has been made available for public viewing at: <http://www.fairfaxcounty.gov/fcdot/2050transitstudy/> The CTNS is a High-Quality Transit Network intended to better serve the county. The study included an online survey about transit service preferences with 1,376 responses. Survey respondents were self-selected and the survey included both demographic and attitudinal questions. The average respondent was more likely to be Caucasian, have a higher household income, and more likely to own their own home than the Countywide average. Several questions were, therefore, stratified based on household income to better understand the range of opinions expressed by the County residents. The study consisted of a total of eight public meetings. Efforts were made to hold public meetings in different areas of the county that were accessible via frequent transit service and included geographic and economic diversity. Subsequent outreach efforts for public meeting notification included coordination with the NCS's Community Interfaith Coordination unit.

No major issues or corrective actions were identified following this questionnaire. However, through the development of this Title VI program, FCDOT has identified certain methods and areas that can allow better consistency and thus improve outreach efforts. Section 2.8 of this program features a public participation plan which outlines FCDOT's outreach strategies as well as an outcomes evaluation process to review the overall effectiveness of the strategies.

## CHAPTER 2: REQUIREMENTS AND GUIDELINES

### 2.1 Title VI Public Notice

The following language will be used to notify the public of their rights under Title VI:

**Notifying the Public of Rights under Title VI**  
**Fairfax County Department of Transportation and Fairfax Connector**

The Fairfax County Department of Transportation and Fairfax Connector operate programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Fairfax County Office of Human Rights and Equity Programs within 180 days of the date of the alleged discrimination. The Office of Human Rights and Equity Programs is located at 12000 Government Center Parkway, Fairfax, Virginia 22035. This office can also be reached by calling 703-324-2953, TTY 711, or Fax: 703-324-3570.

For more information on the Fairfax County Department of Transportation and Fairfax Connector civil rights program and the procedures to file a complaint, please contact: 703-339-7200 (703-339-1608 TTY), email [fairfaxconnector@fairfaxcounty.gov](mailto:fairfaxconnector@fairfaxcounty.gov); or visit the department's administrative office at 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033. Information on the procedures to file a complaint or to file a complaint contact: 703-324-2953 (TTY 711) or <http://www.fairfaxcounty.gov/ohrep/epd/>. Complaints can be mailed to: Fairfax County Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Suite 318, Fairfax, Virginia 22035.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, please contact: 703-877-5687

The final line of the notice, informing the public of the availability of language assistance, has been translated, on the notice, into the following languages: Spanish (see *Figure 1* below), Korean, Vietnamese, Chinese, Amharic,<sup>2</sup> Hindi,<sup>3</sup> Arabic, Urdu, Farsi, and Tagalog.

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<sup>2</sup> The U.S. Census simply lists "African languages" for all African languages. However, Amharic speakers, born in Ethiopia, make up the largest African immigrant population in Fairfax County. (U.S Census Bureau, American Community Survey, 2011-2015, five year estimates)

<sup>3</sup> "Other Indic Languages" fell higher in the top ten languages (e.g. Telugu at 8) while Hindi was at 10 with individuals in all cases speaking English "less than very well". For the reason that many speakers of other Indic languages may also speak or have knowledge of Hindi, it was included on this list.

Figure 1: Public Notification of Rights under Title VI (Spanish Version)



# Aviso público

## Departamento de transporte del Condado de Fairfax y Fairfax Connector

### Notificación al público sobre los derechos bajo el Título VI

El Departamento de transporte del Condado de Fairfax y Fairfax Connector dirigen programas y servicios sin importar raza, color ni nacionalidad en conformidad con el Título VI de la Ley de los derechos civiles. Cualquier individuo que considere que ha sido ofendido por alguna práctica ilícita discriminatoria puede presentar una queja bajo el Título VI ante la Oficina de derechos humanos y programas de equidad del Condado de Fairfax en un plazo de 180 días a partir de la fecha de la presunta acción discriminatoria. La Oficina de derechos humanos y programas de equidad se encuentra en 12000 Government Center Parkway, Fairfax, Virginia 22035.

También puede comunicarse a la oficina al 703-324-2953, usuarios de la línea TTY al 711 o por Fax: 703-324-3570. Para mayor información sobre el Departamento de transporte del Condado de Fairfax, el programa de derechos civiles de Fairfax Connector y los procedimientos para presentar una queja, llame al: 703-339-7200 (usuarios de la línea TTY al 703- 339-1608 TTY), envíe un correo electrónico a [fairfaxconnector@fairfaxcounty.gov](mailto:fairfaxconnector@fairfaxcounty.gov) o visite la oficina administrativa del departamento en 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033.

Para mayor información sobre los procedimientos para presentar una queja o para presentar una queja llame al: 703-324-2953 (usuarios de la línea TTY al 711) o <http://www.fairfaxcounty.gov/ohrep/epd/>. Puede enviar su queja por correo a: Fairfax County Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Suite 318, Fairfax, Virginia 22035.

Para presentar una queja directamente ante la Administración federal de tránsito, el demandante puede enviar su queja a Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

**Si requiere información en otro idioma, por favor llame al: 703-324-2953, usuarios de la línea TTY al 711.**

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 **Suscríbese hoy**  
**PARA RECIBIR**  
**NOTICIAS DEL**  
**CONDADO DE**  
**FAIRFAX**  
[fairfaxcounty.gov/news/subscribe](http://fairfaxcounty.gov/news/subscribe)

 Para solicitar esta información en un formato alternativo, llame al Departamento de transporte, 703-877-5600, usuarios de la línea TTY al 711.

Condado de Fairfax,  
Virginia 

FCDOT Title VI Notice - Spanish

The languages above were selected based on the fact they 1) constitute the ten most prevalent non-English languages spoken in Fairfax County, and 2) they correlate with the ten highest numbers of individuals who speak English “less than very well.” Together, speakers of the ten languages selected for numbers of individuals who speak English “less than very well.” Together, speakers of the ten languages selected for use on the Notice comprise 80 percent of all the speakers of languages other than English in Fairfax County.

The County’s Title VI Notice references both FCDOT and Fairfax Connector to ensure that it is understood that Title VI applies both to the Fairfax Connector service and to other FCDOT transit-related activities. The notice will be printed in each of the ten languages listed above and posted in the following places:

- FCDOT Administrative Offices at 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033, at the front desk and reception area

- Fairfax Connector Webpage at: <http://www.fairfaxcounty.gov/connector/>
- All Fairfax Connector Stores:
  - Franconia-Springfield Metrorail Station, 6880 Frontier Drive, Springfield, Virginia 22150
  - Herndon-Monroe Park-and-Ride, 12530 Sunrise Valley Drive, Herndon, Virginia 20171
  - Reston Town Center Transit Station, 12051 Bluemont Way, Reston, Virginia 20190
  - Stringfellow Park-and-Ride, 4920 Stringfellow Road, Centreville, Virginia 20120
  - Tysons West\*Park Transit Station, 8300 Jones Branch Drive, McLean, Virginia 22102
- All Fairfax Connector buses (English and Spanish only)
- At all Fairfax Connector and transit-related FCDOT public meetings
- Each month, a link to the Title VI Notice on the Fairfax Connector website will be tweeted through Fairfax Connector’s Twitter account: @ffxconnector
- On Fairfax Connector’s Facebook “About” page at: <https://www.facebook.com/fairfaxconnector/info>

## 2.2 Title VI Complaint Procedures and Form

Fairfax County’s Title VI Complaint Procedures have been posted on Fairfax Connector’s website and are available in Fairfax Connector Stores, on Fairfax Connector buses, at major Fairfax Connector transit hubs, and at FCDOT’s Administrative Offices.

The following text has been produced as part of FCDOT’s Title VI Complaint Procedures:

Title VI of the Civil Rights Act of 1964 prohibits discrimination against an individual or group, intentional or unintentional, on the basis of race, color, and national origin in any program or activity receiving federal assistance, including Fairfax Connector and Fairfax County Department of Transportation’s transit operations and activities.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Fairfax Connector or Fairfax County Department of Transportation may file a Title VI complaint by completing and submitting the “Fairfax Connector” complaint form available on Fairfax County’s Office of Human Rights and Equity Programs (OHREP) website at the following URL:

<http://www.fairfaxcounty.gov/ohrep/epd/>

A complaint form can also be obtained by writing the Office of Human Rights and Equity Programs, Equity Programs Division, 12000 Government Center Parkway, Fairfax, Virginia 22035 or by calling 703-324-2953, TTY 711, Fax: 703-324-3570.

Fairfax County investigates complaints received no more than 180 days after the alleged incident. Fairfax County can only process complaints that provide sufficient information to begin an investigation.

Within 48 hours of receiving a complaint, the Fairfax County Office of Human Rights and Equity Programs staff will contact the complainant and elicit all pertinent information with regard to the alleged discriminatory act(s) from the individual via an intake form. The complainant is required to cooperate with the intake process. Within 48 hours of completing an intake form, OHREP staff will use the information in the form to determine whether or not the complainant may establish a prima facie, or a clear case of possible discrimination.

If OHREP determines that there is a prima facie case of discrimination, an investigation will be initiated. Investigations may include, but shall not be limited to, on-site visits, interviews of witnesses and collection of documents. The accused party (ies) in the allegation(s) of discrimination will be interviewed and provided an opportunity to rebut the allegations and provide relevant information for investigation. Additionally, witnesses will be interviewed as deemed necessary. After an investigation is initiated all information obtained is confidential. Within seven work days of the initiation of an investigation all of the investigation documentation for the case must be completed. If additional time is necessary to prepare the documentation requested, the staff responsible for the investigation will request an extension from OHREP leadership.

After the completion of the investigation a report will be produced, and OHREP staff will submit a final recommendation to the OHREP Executive Director. The OHREP Executive Director will review the investigative file and make a final determination. OHREP will inform the complainant whether the allegations of discrimination were substantiated. Upon completion of the investigation and notification of the parties in the complaint, the file will be closed. All documentation, including audio tapes (if applicable), will be kept in the complaint file.

If OHREP determines that a prima facie case of discrimination has not occurred, no investigation will be initiated. However, OHREP's findings in the matter will be documented in a report. OHREP's findings fall under the purview of the Equity Programs Division, and there is no right of appeal.

If probable cause is determined or misconduct by an employee is identified, OHREP will instruct FCDOT to consult with the Fairfax County Department of Human Resources regarding corrective or disciplinary actions. If, in the course of the investigation, the investigator has reason to believe that a criminal act or violation of law may have occurred, OHREP will contact the Fairfax County Police Department for appropriate action.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington DC 20590.

Fairfax County utilizes the form presented below as its current Title VI complaint form for citizens. The form is available on Fairfax County's website in PDF format at: <http://www.fairfaxcounty.gov/ohrep/epd/>. The form can also be obtained at the following locations:

- Fairfax County Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Fairfax, Virginia 22035
- Fairfax County Department of Transportation Administrative Offices at 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033
- All Fairfax Connector Stores:
  - Franconia-Springfield Metrorail Station, 6880 Frontier Drive, Springfield, Virginia 22150
  - Herndon-Monroe Park-and-Ride, 12530 Sunrise Valley Drive, Herndon, Virginia 20171
  - Reston Town Center Transit Station, 12051 Bluemont Way, Reston, Virginia 20190
  - Stringfellow Park-and-Ride, 4920 Stringfellow Road, Centreville, Virginia 20120
  - Tysons West\*Park Transit Station, 8300 Jones Branch Drive, McLean, Virginia 22102

Fairfax County has two complaint procedures providing for prompt resolution of complaints by individuals alleging discrimination prohibited by Federal, State and local law or policy in the provision of services, activities, programs, or benefits. This complaint form is to be utilized for filing complaints of discrimination on the basis of age, sex, sexual harassment, race, religion, creed, national origin, marital status, color, political affiliation or veteran's status.

An individual wishing to file a complaint based on *disability* will need to use the complaint form identified in the Fairfax County Government Complaint Procedure under the Americans with Disabilities Act. An individual may obtain a copy of the complaint form by contacting staff at the Office of Human Rights and Equity Programs.

To contact the Fairfax County Office of Human Rights and Equity Programs call 703-324-2953, TTY 711 on any Fairfax County workday between the hours of 8:00 a.m. and 4:30 p.m., or email [EPDEmailComplaints@FairfaxCounty.gov](mailto:EPDEmailComplaints@FairfaxCounty.gov).

**INSTRUCTIONS:** Complaints should be filed in writing within 60 workdays (180 calendar days for transit related complaints) from the day the alleged discriminatory act took place. The term “workday” shall mean any Monday through Friday that is not a county holiday. An investigation will follow the filing of the complaint. This form should be used in conjunction with the Fairfax County Policy and Procedure for Individuals Alleging Discrimination in County Programs and Services.

**Person Filing Complaint**

<b>Name:</b>	<input type="text"/>	<b>Telephone No.:</b>	<input type="text"/>
<b>E-mail:</b>	<input type="text"/>	<b>Home:</b>	<input type="text"/>
		<b>Work:</b>	<input type="text"/>
		<b>Mobile:</b>	<input type="text"/>
		<b>Best time to call:</b>	<input type="text"/>
<b>Address:</b>	<input type="text"/>		
	<b>Street:</b>	<b>State:</b>	<b>Zip Code:</b>
	<b>City:</b>		

**Person and Department Alleged to have Discriminated:**

<b>Name:</b>	<b>Department:</b>
<input type="text"/>	<input type="text"/>
<b>Street:</b>	<input type="text"/>
<b>City:</b>	<b>State:</b> <input type="text"/> <b>Zip Code:</b> <input type="text"/>
<b>Phone:</b>	<input type="text"/>

**Basis (es) of Discrimination (check all that apply):**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Race _____            | <input type="checkbox"/> Veteran’s Status _____  | <input type="checkbox"/> Political Affiliation _____ |
| <input type="checkbox"/> Color _____           | <input type="checkbox"/> Retaliation _____       | <input type="checkbox"/> Age – Date of Birth: _____  |
| <input type="checkbox"/> National Origin _____ | <input type="checkbox"/> Sex or Gender _____     | <input type="checkbox"/> Other: _____                |
| <input type="checkbox"/> Religion _____        | <input type="checkbox"/> Sexual Harassment _____ | <input type="checkbox"/> Other: _____                |
| <input type="checkbox"/> Creed _____           | <input type="checkbox"/> Marital Status _____    | <input type="checkbox"/> Other: _____                |

**Date(s) Discrimination Occurred:** \_\_\_\_\_

**Summary of Complaint: (attach additional pages if necessary)**

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**Action Requested:**

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I affirm that I have read the above complaint and that it is true to the best of my knowledge, information or belief.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date



This form will be made available in an alternative format upon request. Direct your request to the Equity Programs Division of the Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Suite 318, Fairfax, VA 22035; 703-324-2953, TTY 711 or 703-324-3305 (Fax).

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

## 2.3 Service Area Profile

### ***Demographic Ridership and Travel Patterns***

The maps in *Figures 2* and *3* below display the concentration and distribution of minority populations residing in Fairfax County, along with the distribution of Fairfax Connector service and Washington Metropolitan Area Transit Authority's (WMATA) Metrobus service. Metrobus generally provides "regional" public transportation service that serves multiple jurisdictions while Fairfax Connector is focused on primarily providing local public transportation service. Together, Fairfax Connector and Metrobus services cover most of the areas of the County where concentrations of minority and low-income residents reside.

The minority populations in *Figures 2* and *3* are calculated from the United States Census Bureau's 2015 American Community Survey (ACS) Five-Year Estimates at the Block Group level, as the total population minus the non-Hispanic white population. The average minority population (by Block Group) across Fairfax County is approximately 47.4 percent. *Figure 2* depicts Block Groups that fall above the County average and those that fall below the County average. *Figure 3* depicts the percentages by Block Groups of minority populations across Fairfax County.

Figure 2 Minority Populations in Fairfax County (by Block Group)

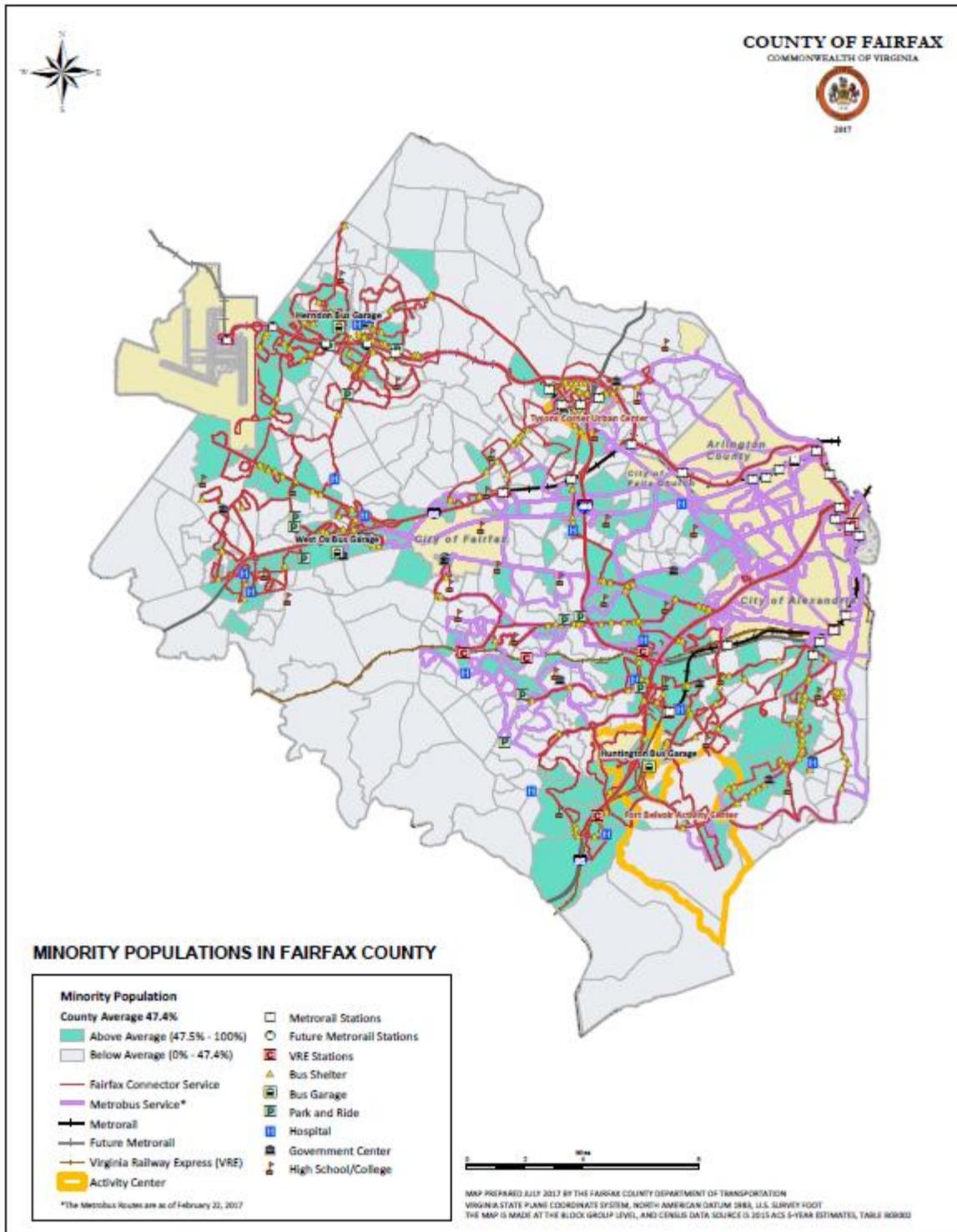
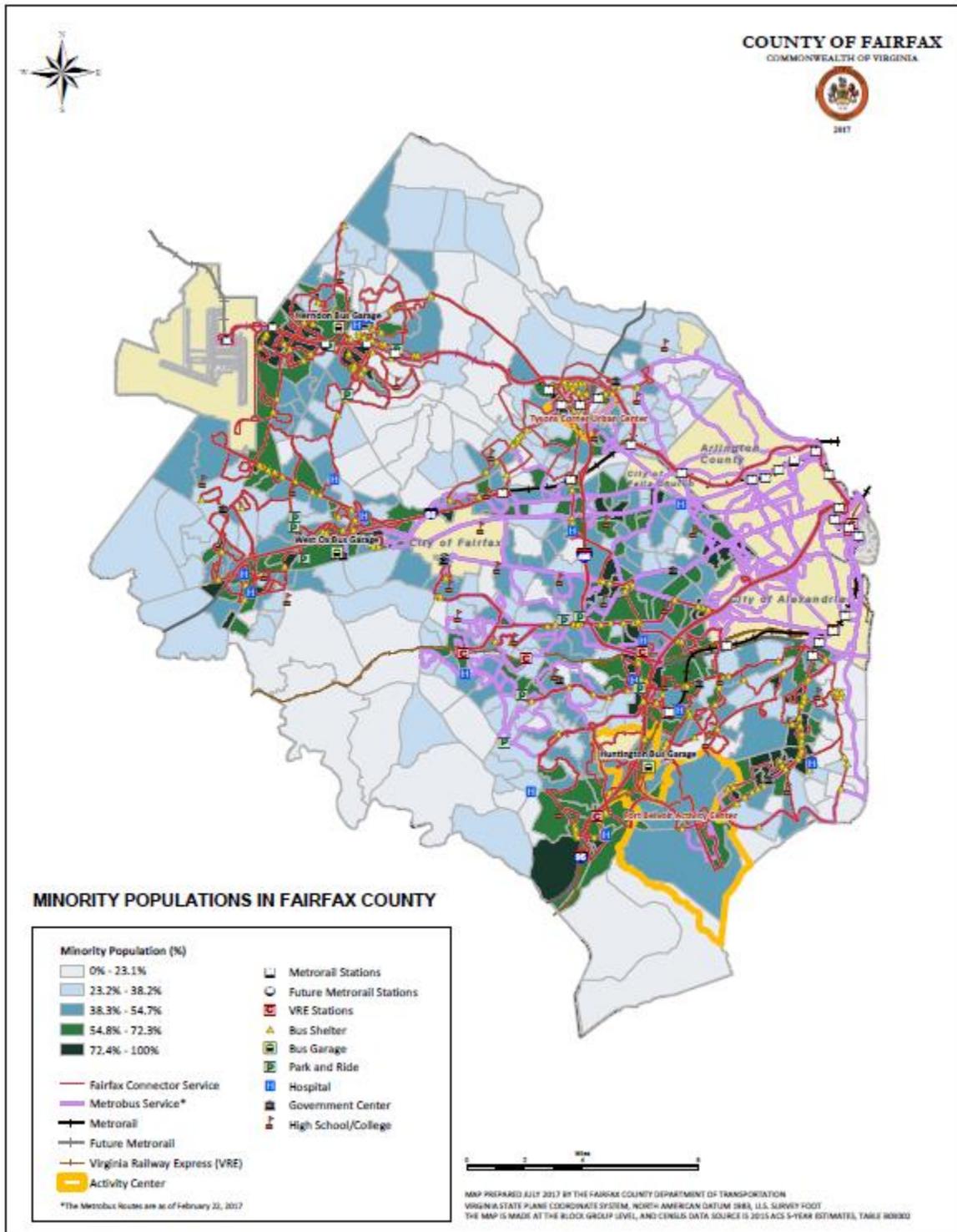
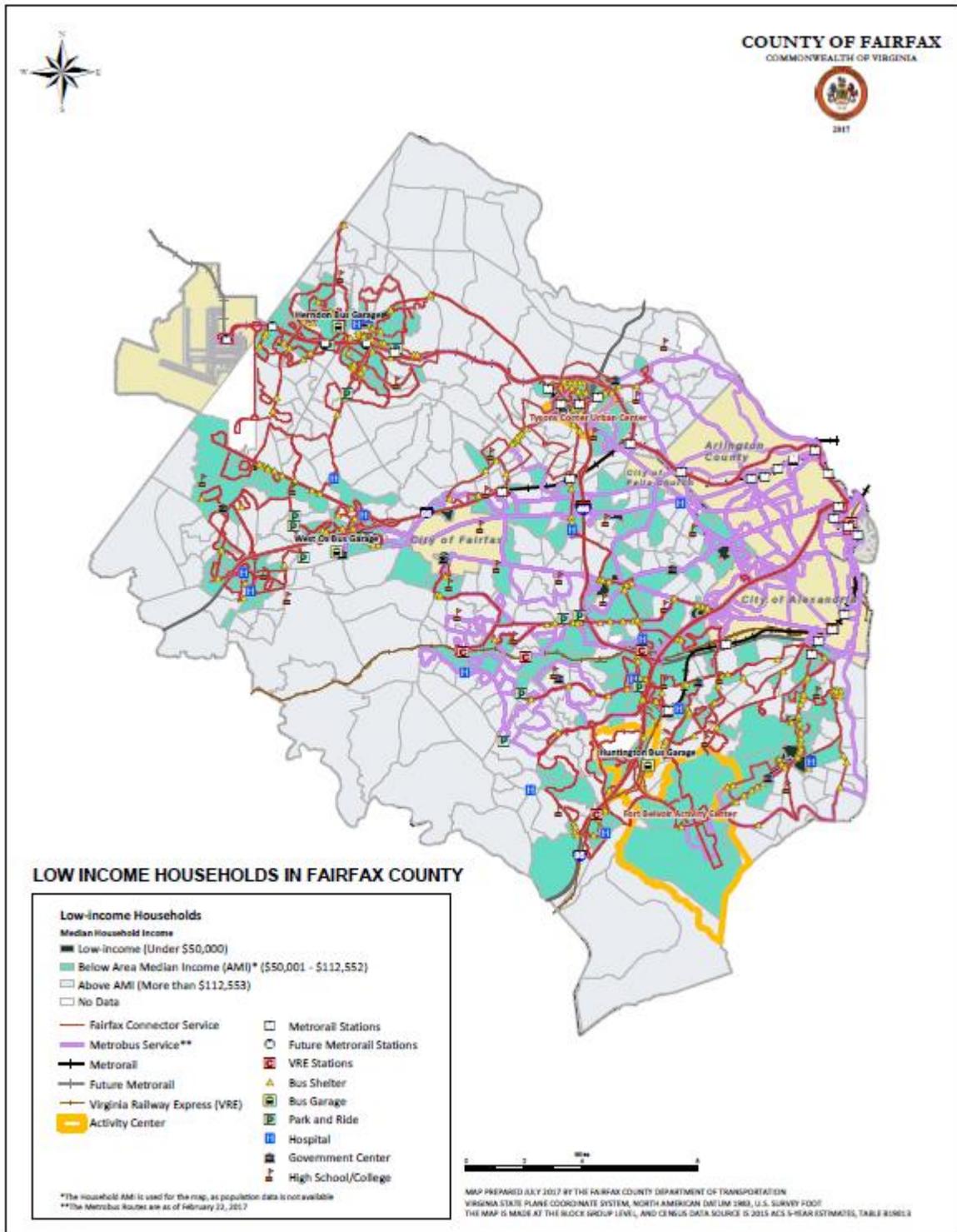


Figure 3 Percent of Minority Populations in Fairfax County (by Block Group)



Similar to the maps above, the map in *Figure 4* displays the concentration and distribution of low-income populations residing in Fairfax County, along with the distribution of Fairfax Connector service and WMATA's Metrobus service. Fairfax County's Department of Housing and Community Development defines low-income households as households where the income is less than 50 percent of the Metropolitan Statistical Area (MSA) median household income, adjusted for family size. In keeping with that definition, FCDOT utilized the HUD Fair Market Rents (FMR) income limits to determine the area median income; for the Washington-Arlington-Alexandria, DC-VA-MD HUD Metro FMR Area (which includes Fairfax County). Therefore, a low-income household is defined as households making \$50,000 or less. Income data was pulled from the 2015 ACS Five-Year Estimates, at the Block Group level.

Figure 4 Low-Income Households in Fairfax County (by Block Group)



The FY2016-FY2022 Fairfax County Transit Development Plan<sup>4</sup> included an on-board customer survey that was administered to a random sample of Fairfax Connector bus riders. The survey consisted of 23 questions and was administered in three phases: Fall 2013, Spring 2014, and Fall 2014. Survey results were collected from 11,701 respondents, and the results were weighted to represent actual ridership. Totals presented in this section may not add to 100 percent, due to rounding, and any numbers in italics total to the net number above them.

A total of 60 percent, of survey respondents identified as minorities (i.e., Black, Hispanic, Asian, and Native American) (*Table 1*).

**Table 1 Race / Ethnicity of Fairfax Connector Riders**

Race / Ethnicity <sup>5</sup>	Percent of Total Riders
White	40
Minority (Non-White)	60
Black / African American	34
Hispanic	4
Asian	12
Native American	1
Other	2

The survey was available in both English and Spanish. Ten percent of all surveys were taken in Spanish (*Table 2*)

**Table 2 Survey Questionnaire Administered in English and Spanish**

Questionnaire Type	Percent of Total Surveys Administered
English	90
Spanish	10

More than half, a total of 55 percent, of all Fairfax Connector riders make a household income of \$50,000 or less and are considered low-income<sup>6</sup> (*Table 3*)

<sup>4</sup> FY2016-FY2022 Fairfax County Transit Development Plan, available at <http://www.fairfaxcounty.gov/fcdot/tdp.htm>, as of March 16, 2017.

<sup>5</sup> Multiple responses accepted. For example, a respondent could respond by identifying as both white and Hispanic. The categories listed in Table 1 represent the top mentions from the survey responses.

<sup>6</sup> Fairfax County's Department of Planning and Zoning defines low-income households as households where the income is less than 50 percent of the Metropolitan Statistical Area (MSA) median household income, adjusted for family size. In keeping with that definition, FCDOT utilized the HUD Fair Market Rents (FMR) income limits to determine the area median income; for the Washington-Arlington-Alexandria, DC-VA-MD HUD Metro FMR Area (which includes Fairfax County), the median household income is \$107,300. Therefore, low-income, defined as 50 percent of median household income for a family of three (the average family size in Fairfax County), is \$48,900.

**Table 3 Fairfax Connector Riders Household Income**

Income	Percent of Total Riders
\$10,000 or less	16
\$10,001 to \$20,000	13
\$20,001 to \$30,000	11
\$30,001 to \$40,000	8
\$40,001 to \$50,000	7
\$50,001 to \$60,000	6
\$60,001 to \$70,000	5
\$70,001 to \$80,000	5
\$80,001 to \$100,000	8
\$100,001 to \$125,000	8
\$125,001 to \$150,000	6
More than \$150,000	9

In addition to demographic information above that provides a snapshot of the race/ethnicity and relative wealth of Fairfax Connector riders, it is important also to understand their general travel patterns. Private vehicle availability and usage, other modes of travel (besides Fairfax Connector), reasons for using Fairfax Connector, frequency and purpose of Fairfax Connector use, trip origins and destinations, method of fare payment, number of transfers, and how riders access Fairfax Connector services, help paint a picture of why and how the system is utilized by riders. From this data, the County is better able to understand the needs of the Title VI community and how well Fairfax Connector meets those needs.

Forty percent of all riders did not have access to a vehicle to make a trip on the day they were surveyed. Fifty nine percent of low-income riders and 45 percent of minority riders lacked access to a vehicle (*Table 4*). These figures are reflected in the proportion of Fairfax Connector riders who do not have a usable vehicle available in their household (*Table 5*). Ten percent of riders would not be able to make their desired trip if the Fairfax Connector bus were not available, with 15 percent of low-income riders and 12 percent of minority riders unable to make their trip without Fairfax Connector (*Table 6*).

**Table 4 Availability of Usable Vehicle to Make the Trip Today**

Availability of Usable Vehicle to Make the Trip Today	Percent of Total Riders	Low-Income	Minority
Yes	60	41	55
No	40	59	45

**Table 5 Fairfax Connector Riders Availability of Vehicles**

Number of Usable Cars, SUVs, Vans or Trucks in Household	Percent of Total Riders	Low-Income	Minority
None	38	58	43
One	30	25	29
Two	23	12	20
Three or More	9	5	8

**Table 6 Use of Other Modes if Fairfax Connector Were Not Available**

Alternative Modes if Bus Not Available	Percent of Total Riders	Low-Income	Minority
Drive	30	10	24
Get a ride/Carpool	18	24	22
Taxi	14	18	16
Other Public Transportation	12	15	13
Walk	10	14	10
Bike	3	3	2
Would not go at all	10	15	12
Other	1	1	1

Table 7 displays the main reasons respondents cited for using Fairfax Connector. Among all riders, 42 percent are transit dependent, meaning that they do not have a car or a driver's license, but among low-income riders this figure rises to 61 percent, while 47 percent of minorities are transit dependent.

**Table 7 Reasons for Using Fairfax Connector**

Reasons for Using the Bus	Percent of Total Riders	Low-Income	Minority
Have no alternative – no car	24	36	27
Have no alternative – no driver's license	18	25	20
Economical	27	24	26
Prefer not to drive	15	7	12
Faster than driving	6	4	6
Parking is unavailable/expensive	6	3	4
Car/ride not available today	8	8	9
Better for environment	4	3	4

Ninety percent of survey respondents are frequent Fairfax Connector riders and make a particular bus trip on a weekly basis. Sixty-five percent said they make a particular trip by bus at least five times per week. There is little difference between all (total) riders and low-income and minority riders with regard to how frequently they make a particular trip. See Table 8.

**Table 8 Frequency of Particular Trip by Bus**

Frequency of Particular Trip by Bus	Percent of Total Riders	Low-Income	Minority
<b>Net: Weekly</b>	<b>90</b>	<b>91</b>	<b>91</b>
7 days per week	10	16	12
6 days per week	8	13	10
5 days per week	47	37	44
3-4 days per week	16	14	16
1-2 Days per week	9	11	9
<b>Net: Less often</b>	<b>5</b>	<b>6</b>	<b>5</b>
1-2 days per month	3	4	3
Less than one day per month	2	2	2
<b>First time making this trip</b>	<b>4</b>	<b>3</b>	<b>3</b>

Most respondents who provided both a starting location and a destination in their survey response use Fairfax Connector for commuting. The onboard survey found that most riders surveyed were traveling from either home or work, 53 percent and 33 percent respectively (*Table 9*). The survey also found that most trip destinations were either home or work, 41 percent and 42 percent respectively (*Table 10*). Little difference exists between all riders and minority and low-income riders in trip origins or destinations.

**Table 9 One-Way Fairfax Connector Trip Origins**

Starting Place <sup>7</sup>	Percent of Total Riders	Low-Income	Minority
<b>Home</b>	53	52	53
<b>Work</b>	33	30	32
<b>Shopping</b>	2	4	3
<b>Social/Recreation/Sightseeing</b>	2	3	3
<b>Personal Business</b>	3	4	4
<b>School (students only)</b>	3	5	4
<b>Job-related business</b>	1	2	2
<b>Other</b>	2	2	1

<sup>7</sup> Percentages do not equal 100 because multiple responses were accepted.

**Table 10 One-Way Fairfax Connector Trip Destinations**

Destination of One-Way Trip	Percent of Total Riders	Low-Income	Minority
Home	41	41	41
Work	42	38	42
Shopping	4	5	4
Personal Business	4	5	4
Social/Recreation/Sightseeing	2	2	2
School (students only)	2	3	3
Job-related business	2	2	1
Other	3	4	3

Sixty-eight percent of respondents rode at least two buses and/or train lines when making their one-way trip (*Table 12*). Twenty-five percent took three or more buses and/or train lines on their one-way trip. There was no discernable difference between the number of buses and trains used on a one-way trip between all riders and low-income and minority riders.

**Table 11 Number of Buses/Trains Used on One-Way Trip**

Number of Buses/Trains Used on One-Way Trip	Percent of Total Riders	Low-Income	Minority
This bus only	32	33	32
Two	44	41	42
Three	19	19	19
Four	4	4	5
Five or more	2	2	2

Eighty-seven percent of respondents paid with a SmarTrip® card while 7 percent used cash (*Table 12*). Use of SmarTrip® cards by minority respondents is actually slightly higher than the general rider population at 89 percent, while it is slightly lower for the low-income riders at 84 percent.

**Table 12 Means of Payment for Bus Ride**

Means of Payment for Bus Ride	Percent of Total Riders	Low-Income	Minority
SmarTrip®	87	84	89
Cash	7	9	6
Senior/Disabled Fare	3	3	2
Weekly Pass	1	2	1
Other	2	2	2

Fifty-three percent of all riders accessed Fairfax Connector service by foot, and nearly two-thirds of riders arrived at their final destinations by walking (*Table 13* and *Table 14*). Around one-third of riders transferred to or planned to transfer from the vehicle where they took the survey. Most of these transfers were to or from another mode of public transportation,

particularly Metrorail or another bus. Little difference exists between the general rider population and low-income and minority riders in terms of modes of access and egress from the Fairfax Connector system.

**Table 13 Fairfax Connector Mode of Access**

Mode of Access	Percent of Total Riders	Low-Income	Minority
Walked	53	59	56
Other Public Transportation	36	33	34
Car	8	5	8
Bicycle	1	1	1
Other	2	2	1

**Table 14 Fairfax Connector Mode of Egress**

Mode of Egress	Percent of Total	Low-Income	Minority
Walk	64	69	65
Other Public Transportation	30	28	31
Car	7	4	5
Bicycle	1	1	1
Other	2	2	2

The rider survey results show that Fairfax Connector riders are about sixty percent minority and fifty-five percent low-income. Over two-thirds of riders take trips that require at least one transfer, with over 80 percent trips on the system being work commute trips. Low-income riders are slightly less likely to use a SmarTrip to pay for their trip than minority riders and the general rider population. There is virtually no difference in trip patterns and frequency, modes of access and egress, and trip purpose between the general rider population and minority and low-income riders.

## **2.4 Minority Representation on Relevant Non-Elected Commissions, Committees, and Boards**

Fairfax County currently has four non-elected committees, commissions, and boards that provide input on transit service: the Transportation Advisory Commission (TAC), the Commission on Aging (COA), the Fairfax Area Disability Services Board, and the Mobility and Transportation Committee. *Table 15* below displays the current composition of these groups by race/ethnicity.

**Table 15 Minority Representation on Relevant Non-Elected Commissions, Committees, and Boards**

Body	Race/Ethnicity				
	Caucasian	Latino	African American	Asian American	Native American
Fairfax County Population (2010 Census)	63%	16%	9%	18%	0.2%
Transportation Advisory Commission	100%	0%	0%	0%	0%
Fairfax Area Commission on Aging	91%	0%	9%	0%	0%
Fairfax Area Disability Services Board	92%	0%	0%	8%	0%
Mobility & Transportation Committee (Disability Services and Long Term Care)	78%	4%	7%	11%	0%

The Transportation Advisory Commission (TAC) advises the Fairfax County Board of Supervisors on major transportation issues, including, but not limited to transit service. The TAC meets once a month and provides the Board with information and comments regarding transportation improvements in the County. Meetings are open to the public. The TAC is comprised of 11 members who each serve two-year terms. The TAC includes one member from each magisterial district (9); one at-large; and one Disability Services representative. All members are appointed by the Board of Supervisors. The TAC agendas are posted to its web page prior to every meeting. Minutes from every meeting also are posted on the TAC web page.

FCDOT staff works with the Board of Supervisors to ensure that they are aware of non-Caucasian individuals who may have an interest in serving on the TAC and the importance of having a TAC that is representative of Fairfax County’s diverse population. Staff also works proactively with community based organizations, Fairfax County departments, including the OHREP and NCS, to identify minority individuals who have an interest in transit service and make the names of those individuals available to the Board for possible appointment to the TAC.

The Fairfax Area Commission on Aging works to increase awareness of problems affecting Fairfax’s aging population and organizes activities to improve the well-being of the County’s senior population. The Commission on Aging includes 12 members who each serve two-year terms. At the time this program was prepared, there was one vacant seat and therefore only 11 members. The Commission members include one representative from each magisterial district (9); one at-large representative; one representative from the City of Fairfax; and one representative from the City of Falls Church. The Commission is made up of more than 50 percent older persons, including minority individuals; a representative of health care provider organizations and supportive services provider organizations; and persons with leadership experience in the private and voluntary sectors and the general public; and local elected officials. The Commission meets twice a month and all meetings are open to the public. Meetings are advertised on Fairfax County’s website calendar, on the Fairfax Area Commission

of Aging's County webpage, and in the Golden Gazette, a free monthly newspaper covering news for seniors in the Fairfax area.

The Fairfax Area Disability Services Board provides the Fairfax County government with input, assistance, and advice on the service needs of persons with physical and sensory disabilities. The Fairfax Area Disability Services Board has 15 members who each serve three-year terms. Members can serve for up to three terms. The members of the Fairfax Area Disability Service Board include appointees from each magisterial district (9); one at-large member; two at-large/Fairfax County Business Community representatives; one City of Fairfax representative; one City of Falls Church representative; and one at-large / Fairfax County representative. An alternate may be appointed from each of the cities, for a total of 17. State Code requires that membership in the local disabilities board include at least 30 percent representation by individuals with physical, visual, or hearing disabilities or their family members; a local official (person elected or appointed to or employed by a board commission or agency from the jurisdiction making the appointment to the disability services board) from each participating jurisdiction; and at least two representatives from the business community. The Board meets once a month and meetings are open to the public. Meetings are advertised on Fairfax County's disability services email listserv and on Fairfax County's website calendar. Information about the board's meetings is also available through a toll-free number.

The Mobility and Transportation Committee aims to create a multi-modal transportation system in Fairfax County that affords personal independence, choice, and full participation by all individuals regardless of age, disability, or economic status in a safe, accessible, affordable, reliable, timely, and sustainable manner. The Committee promotes funding for transit studies, advocates for improved transportation access, and encourages government and community based organizations to utilize best practices in mobility management. The Mobility and Transportation Committee co-chairs are members the Disability Services Board and the Long Term Care Coordinating Council, but membership is open to all residents. There is no limit on the number of committee members. Currently, there are 20 committee members comprised of volunteers from the public. Committee members serve for as long as they wish to participate on the committee. Meetings are open to the public and are advertised on Fairfax County's website calendar.

## **2.5 Summary of Title VI Complaints, Investigations, and Lawsuits**

Fairfax County did not have any Title VI investigations or lawsuits or receive any Title VI complaints involving Fairfax Connector service or other Fairfax County Department of Transportation transit-related activities between 2014 and 2017.

## **2.6 Land Acquisition for Purposes of Facility Construction**

Fairfax County has not constructed any facilities included under Circular 4702.1B, Chapter III, Section 13, including any vehicle storage facilities, maintenance facilities, operations centers, or other similar

facilities, which required land acquisition and the displacement of persons from their residences and businesses during the reporting period of 2014-2017.

## **2.7 Sub-recipients of Federal Transit Administration Funding**

Fairfax County does not have any sub-recipients of FTA funds.

## **2.8 Public Participation Plan**

### ***Introduction and Goals***

FCDOT is committed to providing accessible and relevant information to, and public involvement opportunities to obtain input on transit service and planning from, *all* members of the public. The purpose of FCDOT's Public Participation Plan is to provide a set of public participation strategies that facilitate greater involvement by minority (as defined by race, color, or national origin), Limited English Proficiency (LEP), and low-income populations in the transit planning and decision-making process.

Three goals were developed to guide FCDOT's Public Participation Plan:

- 1) Ensure that minority, LEP, and low-income individuals are provided with *meaningful* and *accessible* opportunities to provide input into Fairfax County's transit decision-making process.
- 2) Build relationships that facilitate open and frequent communication with key stakeholder groups representing and working with minority, LEP, and low-income communities.
- 3) Obtain information and feedback that Fairfax Connector can use to inform the provision of transit service that meets the specific transportation needs of minority, LEP, and low-income populations.

These goals reflect FCDOT's intent to provide relevant information, background, and opportunities for input on all projects in a manner that is accessible to Title VI protected populations and low-income populations throughout Fairfax County. Moving forward, FCDOT continues to work to strengthen relationships with minority, LEP, and low-income populations, relevant community groups, and other stakeholders to create a culture that promotes continuous feedback and a high-level of trust with these populations.

### ***Public Outreach Strategies***

FCDOT referred to existing project best practices, federal guidance, and national best practices reviews, including FTA Circular 4703.1, *Environmental Justice Policy Guidance for Federal Transit Administration Recipients and National Cooperative Highway Research Program Report 710: Practical Approaches for Involving Traditionally Underserved Populations in Transportation Decision-making*, to aid in the selection of strategies for this Public Participation Plan. FCDOT currently creates individual public participation plans for each planning process or initiative, tailored to the type of plan or service under consideration and the scope of changes or

geographic impact of the project. Strategies identified in this plan will be utilized *selectively* by FCDOT on a case-by-case basis and incorporated into project-level public participation plans. At the outset of a planning process, service change, fare change, or other transit initiative, FCDOT project managers will review the strategies contained within this plan and select those that are appropriate to the individual project based on the type of project, the demographics of the individuals that would be impacted by the project, and the resources available.

- **Understanding Our Community** – At the outset of any transit initiative requiring outreach, FCDOT identifies the local area(s) impacted and develop an understanding of the populations living in the area(s). Demographic data, previous experience, as well as feedback from local community-based organizations, houses of worship, human services agencies, and staff from the magisterial district office(s) provide both a quantitative and qualitative understanding of the local area(s). Based on this information, FCDOT develops a targeted approach to ensuring inclusive public participation by all members of the local community, including identifying the need for translation services and the types of public outreach that are likely to be effective with the populations present in the local community.
- **Inclusive Public Meetings** – FCDOT uses public meetings to generate feedback about proposed service changes and other projects. FCDOT notifies the public 30 days prior to the meeting through a variety of print and non-print advertising methods. Meetings will be held in transit accessible locations, and in a variety of location types (e.g., schools, community centers, senior centers, apartment complexes, shopping malls, and libraries). Meetings will be held at locations within walking distance of residential areas when possible. FCDOT will hold meetings at traditional and non-traditional times, including during the morning, daytime, and on the weekend. Translation services are available at all meetings upon request, and translation services may be provided without request at meetings in areas with high concentrations of LEP populations. When appropriate, the format of the meetings will be open-house style, to allow attendees to speak individually and provide oral feedback to FCDOT staff. Materials in appropriate languages for locations, may also be provided. County staff always have access to the “Language Line” if special, unforeseen communication needs arise.
- **Pop-Up Events** – “Pop-Up” events include setting up information booths at places where Fairfax Connector riders and other residents are present in formats that allow for one-on-one interaction. Pop-up events may be held in locations such as transit centers and major transfer points, community centers, schools, senior centers, medical centers, houses of worship, and County-owned and other multifamily residential complexes. When project resources allow, SmarTrip® cards or other promotional materials may be provided to increase public participation. At these pop-up events, FCDOT may be accompanied by translators and members of local community-based organizations to facilitate relationship building and communication with the local community. Individuals will have the opportunity to provide oral feedback directly to FCDOT to increase feedback from minority, low-income, and LEP populations.

- **Internal Partnerships** – FCDOT will work with other Fairfax County departments, including the Office of Public Affairs (OPA), Housing and Community Development (FCHD), Public Schools (FCPS), Public Private Partnerships (OP3), Police Department (FCPD), Office of Human Rights and Equity Programs (OHREP), and Neighborhood and Community Services (NCS), to leverage relationships with community and faith-based organizations, translation resources, and to work with them at their events to distribute information about Fairfax Connector services and transit projects, plans, and initiatives. FCDOT also works with internal partners to create “*train-the-trainer*” programs that familiarize other front-line Fairfax County staff with Fairfax Connector service and current transit projects and plans to allow staff to provide transit information to the general public.
- **Community Events** – FCDOT staff will seek to meet people where they are by attending community events and festivals (e.g., Celebrate Fairfax, Pan-American Festival, Reston Multi-Cultural festival) where minority, low-income, and LEP populations may be present to distribute transit information and solicit feedback.
- **Partnerships with Community Based Organizations, Faith Based Institutions** – Building relationships with these types of organizational partners is vital for disseminating information and soliciting feedback from diverse communities. FCDOT works with these organizations to distribute materials, co-sponsor meetings, or attend meetings to reach their constituents, clients, and members. FCDOT will continuously build on these relationships to develop sustainable partnerships.
- **Focus Groups** – Focus groups with leaders of relevant community and faith-based organizations, and/or their members or constituents, are employed at times and locations convenient to attendees to solicit feedback in a small group and informal setting from minority, LEP, and low-income populations.
- **Print Materials** – FCDOT develops flyers, brochures, and other print materials to inform the public of meetings and other opportunities to comment on projects and to convey vital system information. Print materials are distributed to community areas affected by proposed project or service changes, and translated into other languages as needed per the local demographics and the Language Access Plan. Where possible, printed materials incorporate pictures and use minimal text to facilitate their use by LEP and low-literacy individuals. FCDOT places advertisements to promote public meetings and alert riders of service changes on buses and bus shelters, at park-and-ride lots, and at Fairfax Connector Stores. FCDOT also provides notices to other partners for distribution through their channels, including community-based organizations, local human services agencies, and houses of worship.

- **Online Materials** - FCDOT uses online resources, including its website, social media accounts (Twitter and Facebook), and subscription-based email/text notifications via Fairfax Alerts to disseminate information about capital projects. FCDOT also develops informative videos and other interactive visualization techniques which are important for reaching LEP and low literacy communities. These videos are produced for large-scale projects, for distribution online, and for use at public meetings.
- **Phone Line** – FCDOT has a call center service that is available 5am – 10pm, Monday through Friday and 7am – 9pm, Saturday and Sunday, as well as access to a language line service. The call center phone number is included on all project related materials.
- **Use of Ethnic Media** – FCDOT advertises public meetings in local ethnic media outlets, which may include radio stations, TV stations, and newspapers. These outlets reach Fairfax County’s diverse populations and can help to target specific minority communities.
- **Advisory Committee Meetings** – Fairfax County has four advisory boards that provide advice on transit-related matters: the Transportation Advisory Commission, the Commission on Aging, the Fairfax Area Disability Services Board, and the Mobility and Transportation Committee, a joint committee of the Fairfax Area Disability Services Board and the Fairfax Area Long Term Care Coordinating Council. These advisory boards are comprised of members of the community who can provide vital information regarding the best outreach strategies for reaching targeted populations.

***Outcomes Evaluation Process***

The Fairfax County Department of Transportation is committed to reviewing its Public Participation Plan and the effectiveness of the strategies contained herein. This Public Participation Plan is a living document that FCDOT will refer to and update on an ongoing basis.

Following the completion of a planning process or initiative that includes public involvement, FCDOT reviews the overall effectiveness of the public outreach by addressing the following questions:

- Was there participation by Title VI protected populations throughout this public participation process? What was the level of participation by Title VI protected populations relative to the proportion of the populations that would be potentially impacted by the proposed plan, project, service change, or fare change?
- How many external events, meetings, and opportunities for one-on-one interaction were provided? Did these outreach activities target specific Title VI populations that would be impacted by the proposed transit plan project, service change, or fare change?
- Were materials translated into the appropriate language(s), printed, and distributed at places where minority, LEP, and low-income populations would have access to them?

- In the judgment of the project team, were the appropriate strategies employed to engender inclusive public participation? Which strategies worked the best, and which ones did not work as well as expected?

These questions are addressed by all involved team members and documented in a brief memo on “lessons learned” following each public participation campaign’s conclusion. This performance documentation allows FCDOT staff to continuously improve efforts to promote inclusive public participation.

## ***Project Examples***

### ***Service Change Notifications Public Outreach Process***

FCDOT conducts outreach to inform and seek input from Fairfax Connector riders about proposed service changes that will impact their routes and communities. Service change outreach efforts are targeted around the geographic areas that are directly impacted by planned service changes, although meetings are advertised throughout the system. Typically, Fairfax County conducts outreach to impacted riders and communities by posting notices of the planned changes and opportunities for public comment at public meetings, on buses, at bus shelters, and by directly distributing print notices of meetings to riders. Information is also posted to Fairfax Connector’s website and social media accounts. Translation services are available upon request at all public meetings. Fairfax County translates print notices into Spanish and other languages as needed upon reviewing the demographics of the impacted riders and neighborhoods. By providing information directly to passengers with translation into the appropriate languages, FCDOT seeks to ensure that all riders and impacted community members are aware of and have the opportunity to provide comment on service changes that impact their lives. The following are examples of public outreach strategies related to typical service change notifications and major projects:

#### **Example 1: Fairfax Connector Service Changes – June 2016**

In June 2016, [changes to 37 Fairfax Connector routes](#) were implemented to add weekend service in Centreville and Chantilly, increase on-time performance, and improve service along high ridership corridors to serve the greatest number of riders as effectively as possible.

- Flyers informing the public of the proposed service changes and their opportunity to comment on the proposed changes were printed in both English and Spanish and were posted on buses and at bus shelters.
- [Four public meetings were held in transit accessible locations](#) along the routes being impacted. Translation services were offered at the public meetings, but none were requested.
- Information on the proposed service changes and ultimately the final changes that went into effect were available on Fairfax Connector’s website (in English and with ability to use translation service to other languages); through the Fairfax Connector Telephone information Center (both in English and in Spanish); on social media platforms (both

Fairfax Connector and Fairfax County Office of Public Affairs channels); via traditional media outlets (radio, TV, online, with special emphasis on ethnic media outlets); and through email and text alerts (by subscription).

- During the week prior to the implementation of the changes, staff went out to key transfer and boarding locations and provided printed information in both English and Spanish directly to riders to ensure that they were aware of the route and schedule modifications.

### **Example 2: Metrorail SafeTrack Effort – April 2016 through April 2017**

For more significant service changes and modifications, FCDOT engages in a larger, more robust public outreach process. The most recent example involved the Washington Metropolitan Area Transit Authority's (WMATA) year-long track maintenance effort ("SafeTrack") on its Metrorail system. [SafeTrack](#) was designed as a year-long plan to improve safety and reliability of the Metrorail system. All Fairfax County commuters on all major commuting corridors in Northern Virginia including I-66, I-495, Dulles Toll Road, and I-95, were impacted by ongoing travel disruptions during SafeTrack work on multiple Metrorail lines.

FCDOT's mitigation plan for the duration of WMATA's extensive SafeTrack effort was designed to transport Fairfax County commuters across the SafeTrack work zones with the Pentagon Transit Center as the Fairfax Connector supplemental express service hub. To reduce the potential for gridlock on the roads and highways that would result if thousands of employees turn to their private vehicles for their commutes, including those within the Title VI communities, FCDOT developed a robust multi-channel approach to reaching commuters. The outreach campaign was designed to specifically include tactics to engage residents from underserved and disenfranchised populations: minorities, LEP individuals, persons with disabilities, older adults, and individuals and families living within lower income brackets. Examples of some of the expanded outreach activities during SafeTrack included, but were not limited to:

- In partnership with WMATA, the Metropolitan Washington Council of Governments (MWCOCG), and other local jurisdictions impacted by SafeTrack, FCDOT participated in dozens of boots-on-the-ground outreach events at Metrorail and transit stations, and community hubs reaching out to commuters impacted to discuss other travel options available. Printed materials in multiple languages were provided at these events and multi-lingual staff was available for one-on-one interaction.
- FCDOT worked closely with NCS to use a grassroots approach to place Fairfax County staff within easy reach of hard to reach populations, with a variety of strategies, including meeting people where they are: community centers, retirement homes, and transit centers, with translators and in formats that allow for one-on-one interaction.
- FCDOT also utilized other existing partnerships with multiple Fairfax County agencies to get the word out to the hard to reach populations. Some of the agencies providing assistance include the Community Services Board; the Economic Development Authority; OPA; and FCPS.

- FCDOT TDM team collaborated with MWCOG and proactively reached out to employers to urge them to allow teleworking and the use flexible work schedules, and encouraging their employees to use alternate ways to commute that do not involve driving alone.
- Resources on alternative ways to commute including ridesharing and car sharing; using other modes of transit such as Fairfax Connector bus service, Metrobus, and Virginia Railway Express; and biking and walking whenever possible, were provided at [www.fairfaxcounty.gov/safetrack](http://www.fairfaxcounty.gov/safetrack). This resource was proactively linked to by regional and local partner agencies, and community partners, and was accessible in multiple languages via online on-demand translation tool.
- Proactive media outreach via press conferences and direct-to-press messaging was utilized to develop earned media exposure. Messaging was provided to an extensive list of ethnic media outlets. These outlets generally prefer to receive their information in English as they translate it to their respective languages.
- Use of social media to reach out to geo-targeted areas was one of the most successful methods in reaching large numbers of commuters. Paid social media advertising was utilized to provide further reach and the Fairfax Connector/FCDOT customer service telephone line was widely publicized and the customer service staff's ability to speak multiple languages was highlighted as well.
- Innovative out-of-home advertising strategies also were utilized including movie theater ads. Approach that utilize the visual impact approach can be very helpful in reaching usually hard to reach customers via written word. Radio advertising also was used, along with advertising on the inside and outside of Fairfax Connector bus fleet across the SafeTrack work zones. These advertisements were displayed in both English and Spanish.

## 2.9 Language Access Plan

### *Introduction*

FCDOT's Language Access Plan (LAP) helps determine what types of language assistance to provide, how Limited English Proficiency (LEP) persons will be informed about the availability of language assistance, processes for evaluating and updating the plan, and the types of training provided to all FCDOT transit employees and contractors to ensure awareness of the importance of timely and reasonable language assistance.

FCDOT's LAP was prepared in compliance with Federal Transit Agency (FTA) Circular C 4702.1B, *Title VI Requirements for Federal Transit Administration Recipients*, and other federal regulations and guidance related to language assistance. This plan includes:

- The results of the *Four Factor Analysis*.
- A detailed set of strategies that FCDOT will employ to provide language assistance services by language.
- A description of how FCDOT will notify LEP persons about the availability of language assistance.

This LAP also describes how FCDOT monitors, evaluates, and updates the plan. FCDOT staff who are responsible for Title VI compliance are also responsible for all LAP related tasks, including: 1) ensuring that all staff are trained on how to provide timely and reasonable language assistance to LEP populations; 2) ongoing monitoring of the implementation of the language assistance strategies and materials that comprise the LAP; 3) evaluating the efficacy of the strategies and materials; and 4) updating the plan as needed.

### ***Four Factor Analysis***

The U.S. Department of Justice (DOJ) developed the Four Factor Analysis to provide a clear framework through which recipients of federal funding can determine the extent of their obligation to provide LEP services. Recipients of federal funding are required to take reasonable actions to ensure access to their programs and activities, and the Four Factor Analysis helps to develop an individualized determination of the extent of the needs of LEP populations and how they are best and feasibly served.

FTA's Title VI Circular, FTA C 4702.1B, instructs FTA funding recipients to use the Four Factor Analysis and refer to DOJ's LEP guidance, as needed. In accordance with these guidelines, FCDOT conducted a Four Factor Analysis to help ensure meaningful access to programs and activities, and to determine the specific language services that are appropriate to provide. Broadly speaking, this analysis helps to determine how well Fairfax County communicates with the LEP communities it serves and how it can communicate with them in the future through language access planning. This analysis examines the following four factors, as described in FTA C 4702.1B:

**Factor 1: The number or proportion of Limited English Proficiency persons eligible to be served or likely to be encountered by the recipient.** This population is program specific. In addition to the number or proportion of LEP persons served, the analysis, at a minimum, identifies:

- (a) How LEP persons interact with the recipient's agency;
- (b) LEP communities and assesses the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;
- (c) The literacy skills of LEP populations in their native languages in order to determine whether translation of documents will be effective; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

**Factor 2: The frequency with which Limited English Proficiency persons come into contact with the program.** Recipients should survey key program areas and assess major points of contact with the public, such as:

- (a) Use of bus and rail service;
- (b) Purchase of passes and tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;

- (e) Ridership surveys; and
- (f) Operator surveys.

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.** The provision of public transportation is a vital service, especially for people without access to personal vehicles. For example, a county’s regional planning activities potentially impact every person within the county. Development of a coordinated plan to meet the specific transportation needs of seniors and people with disabilities also will often meet the needs of LEP persons. An LEP individual may have a disability that prevents him/her from using fixed route service, thus making him/her eligible for ADA complementary paratransit. *Transit providers, States, and MPOs must assess their programs, activities and services to ensure they are providing meaningful access to LEP persons.* Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance.

**Factor 4: The resources available to the recipient for Limited English Proficiency outreach, as well as the costs associated with that outreach.** Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

*Table 16* describes the measures that were used to assess each of the four factors as well as the data sources used for each factor. While the measures are described by the individual factor in this table, in the narrative Factors 2 and 3 are combined due to the cross-cutting nature of the qualitative research findings from the interviews with County staff. Findings are organized in each section by data source.

**Table 16 Four Factor Analysis Methodology**

Factor	Measure	Data Source
<p><b>Factor 1: The number or proportions of LEP persons eligible to be served or likely to be encountered by the program or recipient.</b></p>	<ul style="list-style-type: none"> <li>• Presence of limited English proficient populations in the Fairfax County</li> <li>• Use of public transportation services by limited English proficient populations in Fairfax County</li> </ul>	<ul style="list-style-type: none"> <li>• American Community Survey (ACS) Estimates: This analysis uses 2011-2015, 5-year estimates.</li> <li>• Fairfax County Public Schools Home Language Survey (HLS): The HLS is distributed every year to all registered students to identify language minority students, parents, and/or guardians.</li> </ul>
<p><b>Factor 2: The frequency with which LEP persons come into contact with the program.</b></p>	<ul style="list-style-type: none"> <li>• Frequency with which LEP persons use Fairfax Connector</li> </ul>	<ul style="list-style-type: none"> <li>• Interviews with County Staff</li> <li>• Fairfax Connector Bus Rider Survey: FCDOT surveyed riders on all Fairfax Connector bus routes in 2013 and 2014.</li> </ul>
<p><b>Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.</b></p>	<ul style="list-style-type: none"> <li>• Qualitative research on the role of Fairfax Connector service in the lives of LEP persons in Fairfax County</li> <li>• Ability to make trip if Fairfax Connector were not available</li> <li>• Access to a vehicle for LEP Fairfax Connector riders</li> <li>• Trip purpose for LEP Fairfax Connector riders</li> </ul>	<ul style="list-style-type: none"> <li>• Interviews with County Staff</li> <li>• Fairfax Connector Bus Rider Survey: FCDOT surveyed riders on all Fairfax Connector bus routes in 2013 and 2014.</li> </ul>
<p><b>Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.</b></p>	<ul style="list-style-type: none"> <li>• Description of existing Language Access Resources and associated costs</li> </ul>	<ul style="list-style-type: none"> <li>• Program information and data. Records on the description of existing language access resources and their costs are maintained by the FCDOT Civil Rights Officer.</li> </ul>

***Factor 1: The number or proportion of Limited English Proficiency persons eligible to be served or likely to be encountered by the recipient.***

***U.S. Census Bureau, American Community Survey (ACS)***

FTA defines LEP persons as persons for whom English is not their primary language and who have limited ability to read, write, speak, or understand English. Fairfax County residents who reported in the ACS that they speak English “less than very well” are, therefore, considered to have limited English proficiency in this Four Factor Analysis. Maps displaying the distribution of linguistically isolated populations in Fairfax County overall and for the top ten languages spoken

by LEP individuals demonstrate the presence and population density of these populations across the Fairfax Connector service area are found in *Appendix B*.

*Table 17* shows the County’s overall LEP population by language group for the population five years and older. In total, 15 percent of the population in Fairfax County, or just over 153,000 people, are limited English proficient.

**Table 17 Linguistic Isolation in Fairfax County by Language Group, Population 5 Years and Older<sup>8</sup>**

Language Spoken at Home <sup>9</sup>	Population 5 years and over by Specified Language Group	Percent of Total County Population by Specified Language Group	Speak English “less than very well” by Specified Language Group	Percent of Specified Language Group Speakers that Speaks English Less than “Very Well”
<b>Spanish</b>	138,873	13.2%	60,979	43.9%
<b>Asian or Pacific Island</b>	122,755	11.7%	54,273	44.2%
<b>Indo-European</b>	92,700	8.8%	25,103	27.1%
<b>Other Languages</b>	42,298	4.0%	12,700	30.0%

*Table 18* details the top ten languages spoken by linguistically isolated households in Fairfax County, comparing the results from 2008-2012 (submitted in the 2014 Title VI Program) and the most recent data available for 2011-2015. The top ten languages have not changed in the past three years, however, the size of the limited English proficient populations for the top four languages, Spanish, Korean, Vietnamese, and Chinese have either stagnated, decreased, or increased only slightly in the case of Vietnamese. The growth in limited English proficient populations has occurred in Arabic, African languages, and languages of the Indian Subcontinent. The limited English proficiency Arabic speaking population grew by 71 percent in the period examined, from just over 3,700 persons to over 6,300 persons. The presence of limited English proficiency persons who speak Farsi doubled.

<sup>8</sup> U.S. Census Bureau, American Community Survey, 2011-2015, five-year estimates, Table S1601: Language Spoken at Home.

<sup>9</sup> The US Census Bureau collapses 382 language categories into four major groups: Spanish, Other Indo-European Languages, Asian and Pacific Island Languages, and All Other Languages.

**Table 18 Linguistically Isolated Populations in Fairfax County, Population 5 Years and Older – Top 10 Languages**

Language	2008-2012 <sup>10</sup>	2011-2015 <sup>11</sup>	Percent Change
Spanish or Spanish Creole	63,100	60,979	-3.4%
Korean	19,355	19,324	-0.2%
Vietnamese	13,946	14,514	4.1%
Chinese	10,274	9,525	-7.3%
Hindi and other Indic languages <sup>12</sup>	5,927	6,811	14.9%
Arabic	3,725	6,383	71.4%
African Languages	5,050	6,155	21.9%
Urdu	3,629	4,672	28.7%
Farsi	3,606	5,430	50.6%
Tagalog	2,967	2,982	0.5%

As shown in *Table 19*, Spanish-speaking LEP persons who work in Fairfax County are far more dependent on Public Transportation as their primary means of transportation to work than the general population, LEP workers who speak languages other than English, and Spanish-speaking LEP persons who also speak English very well. Limited English proficiency persons who speak Spanish and work in Fairfax County are also more likely to carpool, walk, or use a motorcycle, bicycle, or taxi to get to work, while they are less likely to work at home vis-à-vis all other populations.

<sup>10</sup> U.S. Census Bureau, American Community Survey, 2008-2012, five-year estimates, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

<sup>11</sup> U.S. Census Bureau, American Community Survey, 2011-2015, five-year estimates, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

<sup>12</sup>Speakers of other Indic languages may also speak Hindi, so Hindi and other Indic languages will be combined in analyses of linguistically isolated populations in Fairfax County. In the 2011-2015 ACS data there are 4,893 speakers of “other Indic languages” and 1,918 speakers of Hindi that speak English “less than very well.” In the 2008-2012 ACS data there are 4,060 speakers of “other Indic languages” and 1,742 speakers of Hindi that speak English less than very well. Hindi is the 12th largest language group for residents who speak English “less than very well.”

**Table 19 Commute Mode Share for Population Working in Fairfax County by Language Spoken at Home and Ability to Speak English<sup>13</sup>**

	Total	Speak Only English	Speak Spanish - Speak English Very Well	Speak Spanish - Speak English Less Than Very Well	Speak Languages Other Than English - Speak English Very Well	Speak Languages Other Than English - Speak English Less Than Very Well
<b>Drove Alone</b>	79.5%	82.0%	75.5%	60.5%	79.3%	74.9%
<b>Carpooled</b>	8.5%	7.1%	11.4%	18.7%	8.0%	11.9%
<b>Public Transportation</b>	3.3%	2.5%	5.9%	10.1%	2.9%	3.3%
<b>Walked</b>	1.7%	1.3%	1.9%	4.6%	2.0%	2.3%
<b>Taxicab, motorcycle, bicycle, or other means</b>	1.3%	1.1%	1.5%	2.9%	1.3%	1.0%
<b>Worked at Home</b>	5.7%	5.9%	3.8%	3.3%	6.5%	6.6%

***Fairfax County Public Schools Home Language Survey***

Fairfax County Public Schools (FCPS) conducts an annual Home Language Survey to determine languages students speak at home, as well as the preferred language of correspondence with the family. FCPS’ student enrollment for the 2016-2017 school year is 186,844, with 91,126 children speaking a language other than English at home. A total of 59 languages are spoken in students’ homes, with nearly half (48.8%) of all FCPS students living in a home where a language other than English is spoken (*Figure 5*).

<sup>13</sup> U.S. Census Bureau, American Community Survey, 2011-2015, five-year estimates, Table B08513: Means of Transportation to Work by Language Spoke at Home and Ability to Speak English for Workplace Geography – Universe: Workers 16 years and over

**Figure 5 Languages spoken by FCPS students**

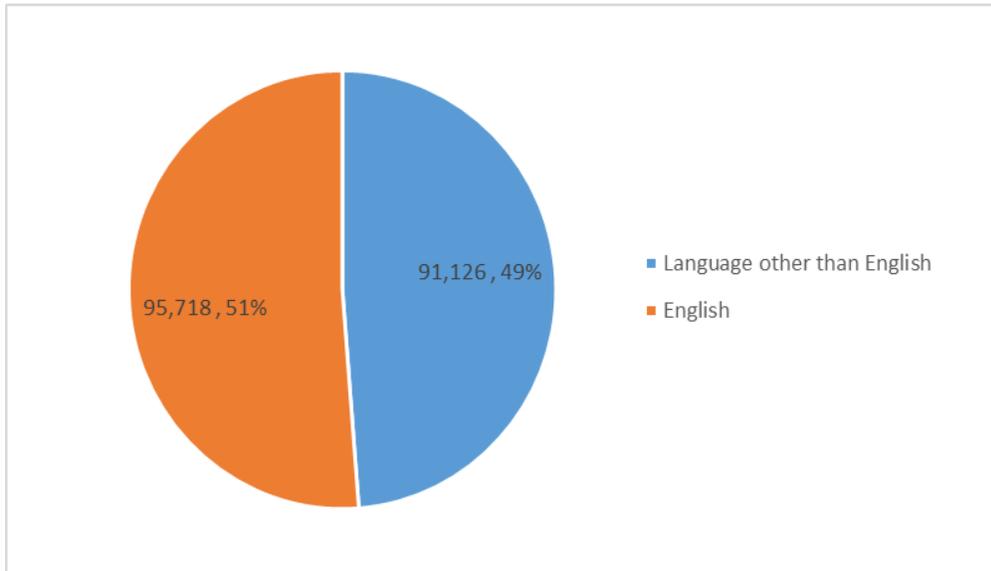


Table 20 shows the most frequently spoken languages at home other than English amongst FCPS students. All students who have parents or guardians that speak a language other than English at home are required to register for school at central intake offices that assess language needs as well as other family social service needs.

**Table 20 Languages Other than English Frequently Spoken at Home, 2016-2017 School Year**

Rank	Language	Number of Students
1	Spanish	41,811
2	Arabic	6,344
3	Korean	5,323
4	Vietnamese	5,264
5	Chinese/Mandarin	4,165
6	Urdu	3,447
7	Amharic	2,844
8	Telugu	2,129
9	Farsi/Persian	1,952
10	Hindi	1,883
11	Tagalog/Pilipino	1,360
12	Bengali/Bangla	1,255
13	Russian	1,144
14	French	1,078
15	Twi	1,061

One of the questions asked at school registration is: “In which language would the family like to receive correspondence from FCPS?” This is one indicator of the level of English proficiency of

the student’s parents or guardians. Parents identified a total of 69 correspondence languages. *Table 21* presents the top 10 non-English correspondence languages for FCPS.

**Table 21 Student Household Correspondence Language 2016-2017 School Year**

Rank	Correspondence Language	Number
1	Spanish	30,350
2	Korean	1,966
3	Vietnamese	1,683
4	Arabic	1,491
5	Chinese/Mandarin	691
6	Urdu	553
7	Farsi/Persian	319
8	Amharic	215
9	Bengali	109
10	Somali	69

### **Factor 1 Summary**

The Factor 1 analysis utilized two sources of data recommended by FTA to describe the LEP population within the Fairfax Connector service area, U.S. Census Bureau’s American Community Survey and Fairfax County Public Schools Home Language Survey.

A comparison of the ACS data with the FCPS data shows that both sources identify the same top languages spoken by LEP persons in the Fairfax Connector service area. Those languages, which differ in order by the data source,<sup>14</sup> are as follows:

- Spanish
- Korean
- Vietnamese
- Chinese
- Hindi and other Indic languages
- African Languages (Amharic, Twi)
- Arabic
- Farsi
- Urdu
- Tagalog

The top ten languages have remained the same in the past three years, with changes in the size of the limited English proficient populations speaking these languages. The top languages (Spanish, Korean, Vietnamese, and Chinese) have seen little change in the population size, while significant growth has occurred in limited English proficient populations in Arabic, African

<sup>14</sup> Spanish is the most popular language spoken other than English according to all data sources reviewed.

languages, and languages of the Indian subcontinent. As noted above, the LEP population of Arabic speakers has increased 71 percent and Farsi has doubled between the data reported in the 2014 Title VI Program and this Title VI Program. Nearly half (48.8 percent) of all Fairfax County Public Schools students live in a home where a language other than English is spoken, with 59 unique languages spoken in students' homes.

***Factor 2: The frequency with which Limited English Proficiency persons come into contact with the program.***

***Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.***

***Interviews with County Staff and Contractors***

LEP persons interact with FCDOT by riding the bus, interacting with bus operators, looking online for service information, visiting a Fairfax Connector store, participating in a FCDOT public meeting, or calling FCDOT for service information or to submit a complaint. To understand the frequency with which each of these interactions occurs, as well as the importance of Fairfax Connector service to LEP populations, the methodology for the combined Factors 2 and 3 includes interviews with County staff members, Fairfax Connector contractors, and social service providers that serve LEP populations across Fairfax County were held in early 2017. These interviews focused on where LEP populations reside in Fairfax County, the languages spoken by LEP populations across Fairfax County, and how they use public transportation.

The purpose of the interviews was to understand both how often LEP persons use Fairfax Connector and other public transportation services in Fairfax County and what services and routes they use most frequently (Factor 2), as well as the nature and importance of public transportation service to their lives (Factor 3). *Table 22* lists the Fairfax County departments, staff members, and contractors that participated in the interviews.

**Table 22 Interviews Conducted**

Interview Date	Fairfax County Department or Office	Individual Participants
<b>February 28, 2017</b>	Office of Human Rights and Equity Programs	Ken Saunders, Director; Nicole Rawlings, Human Rights Specialist
<b>March 6, 2017</b>	Neighborhood and Community Services – Region 3	Chris Scales, Region 3 Manager
<b>March 9, 2017</b>	Customer Service, Herndon Division	Devera Ross, Customer Service Manager
<b>March 9, 2017</b>	Fairfax Connector Store	Richard Whaley, Project Manager
<b>March 10, 2017</b>	Customer Service, Huntington Division	William Bell, Customer Service Manager
<b>March 15, 2017</b>	Customer Service, West Ox Division	Audrey Senn, Customer Service Manager
<b>March 15, 2017</b>	Neighborhood and Community Services – Region 4	Evan Braff, Region 4 Manager
<b>March 15, 2017</b>	Neighborhood and Community Services – Region 1	Pallas Washington, Region 1 Manager
<b>March 15, 2017</b>	Fairfax Connector Information Center	Edwin Hernandez, Customer Service Manager

A summary of each individual interview completed follows in chronological order:

**Mr. Ken Saunders, Director and Ms. Nicole Rawlings, Human Rights Specialist, Office of Human Rights and Equity Programs**

The Office of Human Rights and Equity Programs encounters limited English proficiency populations fairly frequently, particularly native speakers of Spanish, Chinese, Vietnamese, and Arabic. In recent years, the number of OHREP encounters with LEP Chinese populations has decreased, while OHREP has experienced an increase in interactions with Amharic and Korean-speaking LEP populations. OHREP has materials translated into all of these languages, as well as Amharic and Somali, although Somali is rarely used. Twenty to thirty percent of the individuals who call OHREP are Spanish speakers.

In OHREP’s experience, LEP populations are located in concentrations across Fairfax County, as follows:

- Culmore/Route 7: Spanish, Arabic, Amharic
- South County (Lorton, Mt. Vernon, Richmond Highway): Spanish
- Herndon: Spanish
- Annandale: Korean

OHREP staff identified a number of resources, organizations, special events, and resource centers that Fairfax County can partner with to effectively conduct outreach to LEP populations:

- Fairfax County Family Resource Centers
- Culmore Family Resource Center
- Springfield Family Resource Center
- Kingsley Commons (frequented by Amharic speakers)
- Vietnamese Festival
- Korean Americans Voters Alliance (KAVA)
- Local Chinese New Year celebrations
- Culmore Partnership – A group of around 20 community organizations in the Route 7 corridor that meets monthly/OHREP has spoken at their monthly meetings in the past and they accommodate outside speakers
- Dar Al-Hijrah Mosque (VA-7) –The mosque has a resource center that connects individuals with public assistance and benefits, and transit service to the mosque has been a concern.
- MakeSpace – A Muslim-American organization focused on youth and young professionals that sponsors educational programs, civic engagement initiatives, community service projects and recreational activities.
- All Dulles Area Muslim Society (ADAMS) Center
- Bailey’s Crossroads Elementary Mother’s Group – A grassroots group that operates a resource center out of a trailer, serving Spanish, Amharic, and Arabic speaking families.
- Asian Community Service Center
- County senior centers and classes
- Communications Fair (Deaf Community) – A very large-scale and well attended event
- Northern Virginia Family Service Network – A community group focused on the Hispanic population that hosts health and resource fairs and provide social services.

In OHREP’s experience, reaching out to community groups and individual leaders (some cultural groups have an unofficial ‘spokesperson’ that can facilitate contact between the group and the County government agency), and understanding their issues and individual barriers to participation in a public process or communication with public agencies is critical to beginning a relationship. OHREP has four members of their staff that speak Spanish and they hold several events in Latino neighborhoods across the County to maintain a grassroots-level relationship with these communities. OHREP also has two Arabic-speaking staff persons. At Chinese New Year’s events OHREP has not brought a translator, as much of the Chinese community is able to speak English. In general, OHREP staff observed that the Asian communities, particularly the Korean and Vietnamese communities, are often fairly self-contained and rely upon their intra-community network for support rather than seeking out assistance from government sources.

OHREP staff recommended having printed materials translated into Spanish and several Asian languages (Chinese, Korean, and Vietnamese), Amharic, and Arabic, by a professional translator. In recent years, OHREP began printing materials regularly in Amharic (for targeted events) and Arabic, due to increased demand for these languages. While the Arabic community is often English-speaking, it is helpful for them to have materials in Arabic. Outreach to the Arabic and Amharic speaking communities in Fairfax County has grown in recent years as these

populations have grown. For additional languages, OHREP often has documents translated, but they only print them upon request to reduce costs and respond on an as-needed basis. OHREP staff are often asked about Farsi translated materials, however, to-date the need for Farsi translated printed materials has not been a significant enough to warrant printing these materials except when requested.

OHREP generally does not do media buys, but they have worked with the newspaper El Tiempo Latino and found that to be an effective way of getting information out to the Latino community. OHREP has also done bus shelter advertisement for housing enforcement, but found that less effective than was hoped. They also place ads on Fairfax Connector buses.

### **Mr. Chris Scales, Region 3 Manager, Neighborhood and Community Services**

Neighborhood and Community Services Region 3 provides coordinated social services planning for the Reston and Herndon areas in north Fairfax County. NCS Region 3 has translators on staff who are fluent in several foreign languages, and they work with a variety of LEP communities in Reston and Herndon. The following language groups are present in Region 3 of Fairfax County:

- Spanish - located throughout the area, including Southgate Apartments (an 250-unit subsidized apartment complex)
- Arabic - Cedar Ridge and Island Walk communities
- Farsi - Stonegate community
- Vietnamese – West Glade Apartments
- Urdu
- Somali - West Glade Apartments
- Chinese – Herndon Senior Center, Fellowship House

In recent years, NCS Region 3 has experienced an increase in Arabic and Farsi-speaking LEP populations, and an overall increase in the size of the LEP population across all groups served.

Many of the LEP individuals in this area of Fairfax County use public transportation, principally Fairfax Connector, as their primary mode of transportation. Mr. Scales emphasized how important it is for Fairfax Connector to maintain routes to human services centers as well as public transportation to schools. Limiting the number of transfers, reducing travel times, and more directly linking human services agency locations (since clients often go between sites in a single day) will improve the transportation experience of LEP individuals living in this area of Fairfax County.

The Free Student Bus Pass Pilot Program, which provides free bus passes to middle school and high school students, has benefited the LEP community served by NCS Region 3 since its introduction in 2015. However, the commuter-focused, peak-period nature of Connector service does not always work well for LEP populations, as there are a higher proportion of LEP individuals who work non-traditional schedules. Land uses in the area also constrain the ability of LEP individuals to use Fairfax Connector service, as many bus routes run on major

thoroughfares, while the actual homes of LEP individuals may not be walkable from these major roadways. These constraints mean that LEP individuals may be walking long distances, carpooling, or not able to access jobs or services because of their limited transportation options.

While many of these LEP populations lack access to private vehicles, in some instances cultural issues or other considerations inhibit their use of the Connector system. For example, women in some of these language and cultural groups must seek their husband's permission to use Fairfax Connector. A gap in understanding how to ride Fairfax Connector also exists, as it is not always intuitive for many LEP persons. Travel training and materials that explain how to use the system in foreign languages would help increase ridership. Mr. Scales requested copies of the translated Fares and Policies rider guides for their office, and encourages FCDOT to continue to expand multi-lingual resources and efforts to reach LEP communities.

Mr. Scales' staff recommends that FCDOT begin to build relationships with these communities through retail outreach. NCS Region 3 staff often reaches people by going door-to-door and talking with individual families, going to houses of worship, sending flyers home with school children, and reaching these populations in groups or community venues where they have a high degree of trust already established. Some of the LEP populations are wary of strangers and the government (particularly the police) and want to stay out of government buildings. Building and maintaining trust with these communities is key to successful long-term engagement. In recent months, NCS Region 3 staff have experienced increased trepidation regarding participating in government events and programs from the area's immigrant population.

Historically, NCS Region 3 has engaged LEP communities using the following strategies:

- Working with individual advocates and leaders within these communities to build trust between an institution and a LEP population.
- Face-to-face contact with these populations for building relationships.
- Understanding cultures is key; in some cultures (speakers of Arabic, Urdu, and Farsi) it is important to approach the family together, to reach both husband and wife and to meet with families on-site in their residential communities.
- Working with parent liaisons through Fairfax County Public Schools is also an effective way to build a relationship with LEP populations.

The following best practices for use in prompting LEP populations' participation in activities with FCDOT were provided:

- Schedule meetings and events with regard to work schedules (e.g., many people work on weekends and evenings but have time during the day).
- Be flexible with the timing of events and hold the same event at several different times of day to accommodate different work schedules.

- Provide food that is culturally sensitive (i.e., conforming with cultural dietary restrictions).
- Provide professionally translated printed material to ensure accuracy.
- Provide incentives and entertainment.
- Work with or hold events at centers that are frequented by LEP populations (in this part of the County this includes organizations such as Cornerstones and Herndon Health Works).
- Work with schools (e.g., parent liaisons, PTAs) to promote and arrange events or activities.
- Meet communities where they are instead of asking them to come to a meeting; many of the individuals in LEP communities are working multiple jobs and have limited time available.

Finally, Mr. Scales noted that their office was not aware of any of the public outreach that surrounded the recently completed Fairfax County Transit Development Plan, and would be happy to promote future public participation opportunities to the communities that they serve. It is often the case that while information may be developed and translated, there can be gap in getting that information distributed to the organizations and individuals who need it.

**Ms. Devera Ross, Customer Service Manager, Herndon Division**

Ms. Ross is responsible for providing customer service to both bus riders and bus operators who are assigned to the Herndon Division. In terms of communicating with bus riders, Ms. Ross handles customer complaints, lost and found requests, and refunds. She communicates with Fairfax Connector customers on a daily basis, both English-proficient and LEP riders. In preparation for the interview, Ms. Ross reached out to bus operators assigned to the Herndon Division in order to communicate their experiences interacting with LEP riders in addition to her own experiences.

Division bus operators reported interacting with LEP riders every day in the Herndon/Reston area, specifically on Route 950, which serves Reston Town Center Transit Station, Herndon-Monroe Park & Ride, and Wiehle-Reston East Metro Station, as well as on the five RIBS routes, all of which serve Reston Town Center and vicinity. Ms. Ross interacts with LEP customers frequently but not necessarily daily. The language that operators and customer service staff hear the most when interacting with LEP riders is Spanish, followed by languages of the Indian subcontinent (it is unclear which languages) and Arabic.

When riders use the customer service department, it is because they have a specific need or question that always results in a direct interaction. Ms. Ross describes her direct interactions with LEP riders as occasional and typically because a rider travels to the division office to look for an item in Lost and Found. When this happens, Ms. Ross will reach out to another staff person on site (typically, a Spanish speaker) for assistance. Bus operators, on the other hand, report that their interactions with LEP riders is primarily because a rider is asking them for

directions or help navigating the system. When this happens, operators will ask other passengers on the bus for assistance. They report that these interactions occur daily.

Ms. Ross reports that many complaints stem from riders not knowing how to properly read and understand a schedule. She also suggested that having automatic announcements on the bus in languages other than English would be helpful as would posting signs on the buses about fare information in common LEP languages on the bus.

Bus operators report that they see both daily LEP riders as well as LEP riders who only use the bus for one or two days. The daily riders depend on Fairfax Connector to provide vital services. While it is not possible to know where the daily LEP riders live, they tend to board along Route 950 and the RIBS routes, which are generally around Reston Town Center.

**Mr. Richard Whaley, Project Manager, Fairfax Connector Store**

Fairfax Connector Stores sell fare media and provide information on regional transit options. FCDOT’s contractor, MV Transportation, operates five Fairfax Connector stores in Reston, Tysons, Herndon, Stringfellow, and Springfield. Fairfax Connector store staff have experience assisting LEP persons from a variety of backgrounds, and Connector Store staff provided information on what types of information LEP persons are requesting when they visit Connector Stores. *Table 23* lists the languages frequently encountered at Fairfax Connector stores, as reported by Mr. Whaley per the experience of his staff.

**Table 23 Frequently Encountered Language by Fairfax Connector Stores**

Fairfax Connector Store	Language Groups
Reston	Spanish, Hindi, Urdu, Farsi, Arabic
Herndon	Spanish, Hindi, Urdu, Farsi, Arabic
Tysons	Spanish, Hindi, Urdu, Farsi, Arabic, Vietnamese, Korean, Chinese
Stringfellow	Spanish
Springfield	Spanish

In general, Fairfax Connector store staff have found that older adults (regardless of language group or country of origin) are the most likely to have a limited ability to speak English among the non-native English speaking persons served by the store. At all Fairfax Connector stores a need exists for materials in Spanish. While the younger Spanish-speaking population is generally capable of communicating in English and understanding some English language material, the older Spanish-speaking population needs more language assistance services. At the Tysons West\*Park Connector Store, staff often encounter older adults who are Asian, South Asian, and Middle Eastern immigrants who cannot speak English well.

Many of the LEP individuals who are seeking information and assistance at a Fairfax Connector Store are frequent customers, indicating that they utilize public transportation services regularly. Anecdotally, Fairfax Connector Store staff have developed some understanding of the role that public transportation plays in the lives of LEP and other non-native English speaking persons that use their services. Many Latino customers use Fairfax Connector to meet their

daily transportation needs, including not just the commute to work, but also for transportation to shopping and other services. They believe that many of the older Asian immigrants may have access to a vehicle or a family member that can drive, but use public transportation as they may not wish to drive for certain errands (i.e., medical appointments, grocery shopping). Many of the South Asian and Middle Eastern immigrants that use the Tysons West\*Park Connector Store are commuters who may have access to a private vehicle.

While the Fairfax Connector Stores do not have bilingual staff, many of the staff have developed ways to communicate and provide assistance to LEP customers, primarily by using use hand gestures, pointing on maps and other visual aids, and trying to listen carefully to LEP persons to understand and meet their needs. Occasionally, Fairfax Connector store staff request assistance from nearby bus operators or supervisors who speak languages other than English. Staff will also call the customer service center where bilingual Spanish speaking staff are available to help with translation.

Fairfax Connector Store staff already make use of rider information available in Spanish. In addition, it would be helpful to have these same materials translated and printed into languages other than Spanish, such as Hindi, Urdu, Farsi, and Arabic. Staff believe that having better local area maps and visual aids would be useful in communicating with LEP persons. Most of the questions that are asked of Connector Store staff are how to travel to a destination, and the ability to use visual aids to answer the question would allow Fairfax Connector Store staff to communicate with LEP persons from many different language groups. The Connector Store currently has a large map that covers the entire county but due to the scale of the map, it can be hard to read. Staff would prefer smaller local area maps that are easier to read.

When asking how to travel somewhere, LEP persons will sometimes provide the name of a destination written in English by another person, provide a general area (e.g., Route 7) that they want to go, but are unable communicate the specific destination or address. Sometimes, LEP persons are looking for assistance in confirming which buses they should take. When a rider does not know where they need to go, the benefit of a trip planner is limited. Staff tends to use WMATA's Trip Planner to help customers but this website requires an address or major destination for the trip origin and destination.

Mr. Whaley said that they do not typically see many African immigrants in Fairfax Connector Stores, and he could not speak to their language access needs. He also noted that at a few of the stores they see international tourists, and any language assistance resources provided could serve these individuals as well. In general, most customers are regulars in the stores. Many customers come into the stores to load their SmarTrip cards, where they can pay cash and the balance can be used immediately. In this sense the Connector Stores provide a key critical function in making sure the unbanked and riders who do not have access to computers or the internet have access to SmarTrip cards.

### **Mr. William Bell, Customer Service Manager, Huntington Division**

Mr. Bell manages customer service interactions with the riding public and bus operators at the Huntington Division. Like managers at other divisions, he helps bus riders with lost and found requests, customer complaints, and fare concerns. Mr. Bell and his personnel at the Huntington Division communicate with limited-English proficiency (LEP) riders daily. Mr. Bell himself directly communicates with customers who require translation services approximately two to three times per month; however, bus operators report encountering riders who require language assistance daily. Operators specifically encounter LEP riders along the Lorton corridor and riders leaving Lorton to travel to Tysons, and along Backlick Road traveling towards Annandale High School. According to Mr. Bell, the routes on which operators specifically encounter LEP riders are the following: Route 171 Richmond Highway; 101 Fort Hunt-Mt. Vernon; 109 Rose Hill; 151/159 Engleside – Mt. Vernon; 152 Groveton – Mt. Vernon; 161/162 Hybla Valley Circulator; 401/402 Backlick – Gallows. Riders who cannot speak English or do not speak it well are exclusively Spanish speakers. Mr. Bell reported that he also sees African immigrants but that these customers are English proficient and do not require language assistance.

When riders interact with the customer service department, it is because they have a specific question or a need that must be addressed. Mr. Bell reports having a direct interaction with LEP riders approximately two to three times per month through the customer service center; however, most LEP riders use the call center rather than calling the Division office directly. When he does receive a phone call, Mr. Bell can ask bilingual staff on-site to provide translation assistance. Bus operators reported an additional two to three LEP riders on Huntington routes who had interactions that required translation (and that were officially recorded). In each of those cases, the operators had been trained to refer LEP riders to the call center where they would have access to the language line. The operators also have been trained to ask other riders on the bus to assist with translation. This accounts for most interactions, particularly the ones that are not officially recorded as translation requests.

Mr. Bell pointed out that FCDOT already has translated some rider information into Spanish. In his opinion, since Spanish is the primary LEP language in the Huntington Division, FCDOT is doing an excellent job at meeting the needs of the Hispanic community.

Bus operators report seeing LEP riders regularly. Mr. Bell knows from experience and from taking customer calls and complaints from all riders that Fairfax Connector provides a vital service to all riders. People use the service for grocery shopping, work, and other daily activities. In summary, riders who live in the Lorton Corridor and along Richmond Highway/Route 1 tend to have the highest LEP needs.

### **Audrey Senn, Customer Service Manager, West Ox Division**

Ms. Senn is the service manager for the West Ox Division, which serves central Fairfax County. West Ox operators encounter LEP individuals daily. Many of these riders live in Franconia-Springfield, Huntington (along Route 310), Chantilly, and along Lee Jackson Highway (Route 50).

Main routes for LEP individuals include Route 310, the 650 routes (including 650, 651, and 652) and Route 605. Additional routes include Route 306, the 640 series, Route 642, and Route 644. Routes that experience some, but minimal, LEP usage include the 630s, 620s, 463, and 461.

Spanish is the primary language spoken by LEP individuals. Other non-English speakers include immigrants from India, Ethiopia, and the Middle East. Many operators are able to speak Spanish and occasionally other languages, and are able to communicate with passengers when they need assistance. These LEP populations largely rely on public transportation to get around. Many are daily riders, and Ms. Senn feels that it would be helpful to translate schedules into other languages.

### **Evan Braff, Region 4 Manager, Neighborhood and Community Services**

NCS Region 4 covers a very large, highly suburban area in western Fairfax County (Centreville, Burke, Chantilly, Fairfax Station, the City of Fairfax, Clifton, and West Springfield). Pockets of low-income areas are distributed throughout the region, including near Centre Ridge Elementary School, Brookfield Elementary School, and London Towne Elementary School. These schools are classified as Title I schools, where more than 50% of children qualify for free or reduced-price lunches. There are a number of low-income subsidized multi-family housing complexes that serve many LEP persons who are also low-income and often transit-dependent, and NCS Region 4 works with many of the County and non-profit partners that manage these complexes. The specific neighborhoods, organizations, and complexes they serve or work with include:

- Three multifamily complexes managed by the non-profit FACETS: Robinson Square (near George Mason University), Reagan Oaks (many Urdu speaking families reside here), and Barrios Circle (Centreville).
- Meadows of Chantilly: 499 mobile homes in Chantilly whose residents are predominately Latino. NCS Region 4 operates many programs in this neighborhood, including English as Second Language classes.
- Chantilly Mews: 50 subsidized townhomes located in Chantilly. A computer center at the nearby Ox Hill Baptist Church serves residents of this community.
- Yorkville: A subsidized multi-family housing complex located off Draper Lane in Fairfax. Residents include speakers of Somali, Amharic and other Ethiopian languages, and immigrants from the Middle East. Many of the residents of Yorkville who speak English as a second language can speak it fairly well.
- Lamb Center: A non-profit center operated by a religious institution that serves the homeless and low-income individuals living in the Fairfax area. The Lamb Center offers a computer center and other services.
- Western Fairfax Christian Ministries: A religious charity that operates a food bank and a thrift store.
- Centreville Immigration Forum: A local non-profit that assists day laborers and other immigrants with services and community integration, including providing English as a Second Language classes. They operate a day labor center on Route 29 in a shopping center.

- Korean Central Presbyterian Church: Located in Centreville, which has a concentration of recently arrived Korean immigrants and Korean American families, the church has 7,000-8,000 members, including many older, LEP persons who need transportation assistance. The younger, Korean American population are native English speakers.
- Forest Glen: This senior housing facility is located on Route 29 and has many older LEP persons.
- Northern Virginia Family Services: A non-profit that provides anti-hunger programs, housing assistance, and workforce development. Their Multicultural Center offers human services for diverse cultures with multi-ethnic and multilingual staff.

NCS Region 4 uses a “pink card” printed in the top seven languages, other than English, spoken by LEP persons in Fairfax County that provides relevant information on accessing NCS services for LEP persons. The expansion of Connector service to weekend hours has helped LEP and low-income populations access transit every day of the week. Fairfax County has recently implemented *One Fairfax*, an initiative aimed at providing an equity lens to County services. NCS Region 4 sees ways to integrate this concept into transportation access, ensuring that LEP and low-income populations have equal and equitable access to transportation services.

#### **Pallas Washington, Regional 1 Manager, Neighborhood and Community Services**

NCS Region 1 is the first-stop social services intake office for the southern part of Fairfax County, serving the U.S. Route 1 Corridor and parts of the Springfield area. The office is located in the South County Government Center on Richmond Highway. The languages encountered by NCS Region 1 include:

- Spanish
- Urdu
- Twi
- Amharic
- Somali
- Arabic
- Farsi
- Korean
- Vietnamese

The majority of non-native English speakers encountered by NCS Region 1 are Spanish speakers who have a limited ability to speak English. Significant concentrations of Spanish speakers reside throughout the Richmond Highway corridor in the following areas: Springfield (Old Keene Mill Road), Franconia (Franconia Road), central Springfield (near Twain Middle School, Lee High School, and Springfield Mall), West Springfield (along Old Keene Mill near Lynbrook Elementary School, and Crestwood Elementary School), Hybla Valley, Sacramento, Huntington, and along Backlick Road.

A concentration of West African immigrants lives along Richmond Highway in the Gum Springs area, from Woodley Hills to South Kings Highway and to Groveton. Much of this population speaks Twi as their native language, but also are able to speak English, due to learning English as children in their native countries and/or receiving higher levels of education in the United States. NCS Region 1 created a group called the *West African Collaborative* to establish stronger connections with this community. The *West African Collaborative* is comprised of local immigrant community leaders. While many West African immigrants speak English, NCS Region 1 has found that they have a greater trust of and respond better to information that is provided in Twi.

In the Lorton area resides a concentration of South Asian (particularly Urdu speaking) and Middle Eastern (Arabic and Farsi speaking) immigrants. NCS Region 1 has built a relationship with the local South Asian community and they also have collaborated with a local mosque to develop good relationships with the Middle Eastern immigrant populations in the area. Coordinated Services Planning, often the “front door” for human services in Fairfax County, provides documents in Farsi, helping to make County information available to this population. Having information available in Farsi has helped encourage participation by people in this language group, and NCS Region 1 has seen increased participation by Farsi speakers.

NCS Region 1 has found that many people in non-native English speaking groups prefer to receive information from religious and other community leaders that they trust, rather than from Fairfax County directly. NCS Region 1 employs an Interfaith Liaison who connects faith communities with human services by providing relevant information, conducting trainings, and holding informational sessions.

With regard to public transportation services, NCS Region 1 staff have observed that the riders in the South County are primarily African American native English speakers, African immigrants, and Spanish-speaking immigrants. These populations rely on Fairfax Connector and other public transportation services as their primary mode of transportation to commute to work, obtain services, and run errands. Many people visiting the South County Government Center for WIC, Social Security, Disability, and other public benefits arrive by bus. South Asian and Middle Eastern immigrants tend to travel via private vehicles, often carpooling. NCS Region 1 staff believe that more LEP persons would use Fairfax Connector services, if they were comfortable with them and understood how to ride the bus. Often these populations will not use a service, unless it is explained in their language via printed materials or by a trusted leader or advocate in the community. They also recommend using universal symbols as much as possible, as there are many LEP persons who are illiterate in their own languages, particularly among older Spanish speakers.

**Edwin Hernandez, Customer Service Manager, Fairfax Connector Information Center**

Serving all of Fairfax County, this customer service division encounters Limited English Proficient (LEP) individuals daily, often receiving up to 15 calls per day from individuals who do not speak English well. These individuals are likely to live in and around Herndon, Reston, Richmond Highway, and the Huntington Metrorail station area.

Spanish is the most common language within this region. While it is common to hear English spoken with an accent, it is uncommon to hear languages other than English or Spanish. A good portion of Spanish speakers have some ability to speak English, although they may not speak it well.

LEP individuals in this region are likely to rely on public transportation as their primary mode of transportation. Riders who call the department can select if they wish to speak English or Spanish. In addition, some rider information is published in both English and Spanish, which is helpful. On a monthly basis, the department receives about 250 calls from Spanish speakers, about 5% of the total callers.

**Fairfax Connector Bus Rider Survey**

The Fairfax Connector Bus Rider Survey, conducted in 2013 and 2014, captured information on access to a vehicle and alternative modes of transportation, as well as trip purpose, for LEP persons versus the general population. Of the survey respondents, 20 percent spoke English less than “very well” (*Table 24*). Just over two-thirds of all respondents choose English as their native language. Fifteen percent spoke Spanish as their native language. The three next most popular languages, Amharic, Arabic, and Hindi comprised seven percent of all reported native languages (*Table 25*)

**Table 24 Answers to “How well do you speak English?”**

Answer	Percent of Total Response
“Very Well”	80.0%
“Well”	13.9%
“Not Very Well”	6.1%

**Table 25 Answers to “What is your native language?” (Top 10)**

Language	Percent of Total Responses
English	67.4%
Spanish or Spanish Creole	15.4%
Amharic	2.6%
Arabic	2.4%
Hindi	1.9%
Tagalog	1.7%
Korean	1.0%
Twi/Akan/Ghanaian	1.0%
Mandarin	0.9%
French	0.8%

LEP persons are less likely to have access to a car; more than half of LEP persons do not have any vehicles in their households, compared to approximately one third of the general population (*Table 26*).

**Table 26 Access to a Motor Vehicle**

Number of Vehicles	Speak English Very Well	Do not speak English Very Well
<b>None</b>	37.2%	56.4%
<b>One</b>	31.5%	23.9%
<b>Two</b>	22.6%	14.0%
<b>Three or More</b>	8.7%	5.6%

Below in *Figure 6* and *Figure 7* are maps depicting limited vehicle ownership in Fairfax County. Figure 6 shows households across the County that have no personal vehicles. Figure 7 shows households across the County that have only one vehicle. Data for both maps are from the 2015 ACS Five-Year Estimates at the Census Tract level.

Figure 6 Households With No Vehicles in Fairfax County

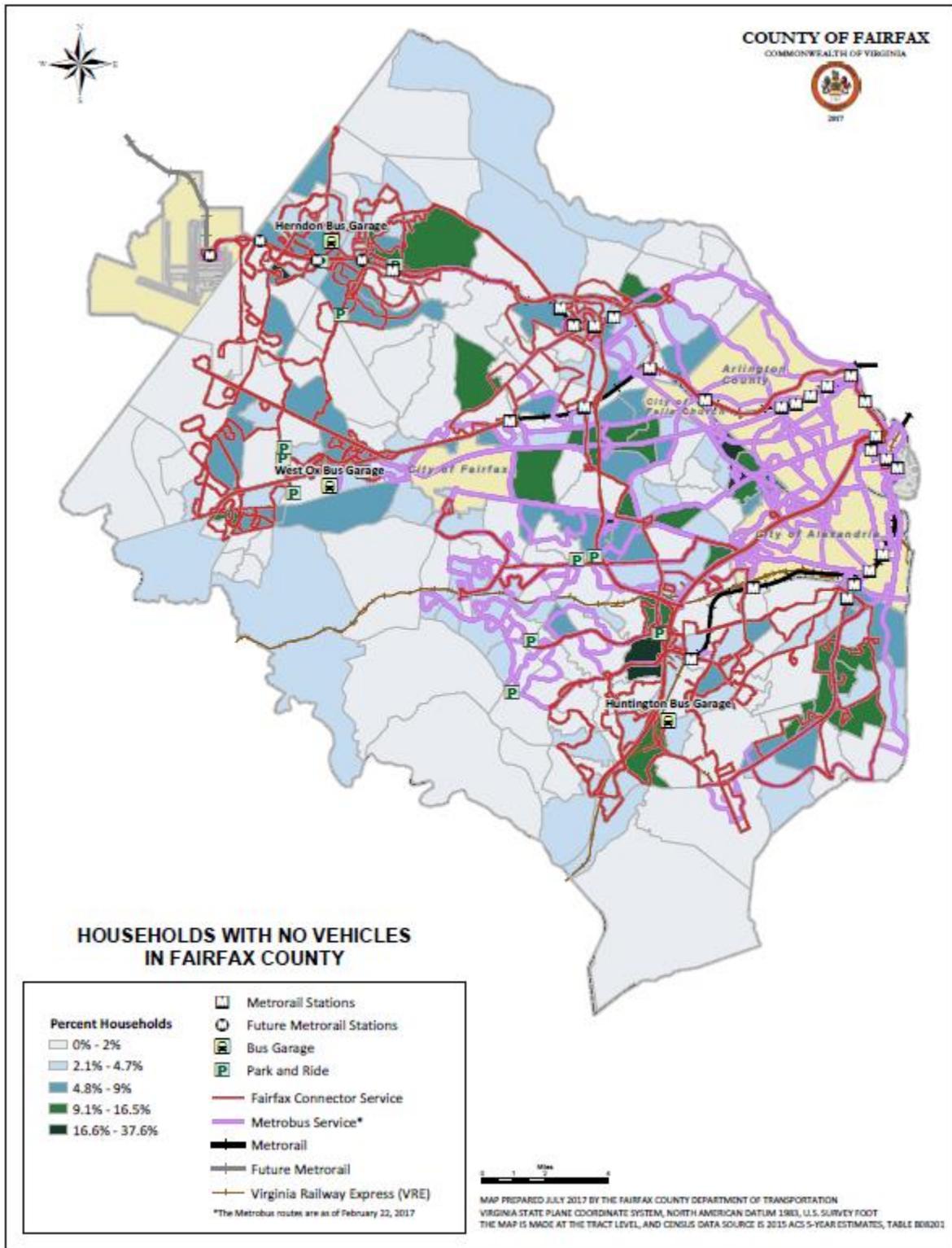
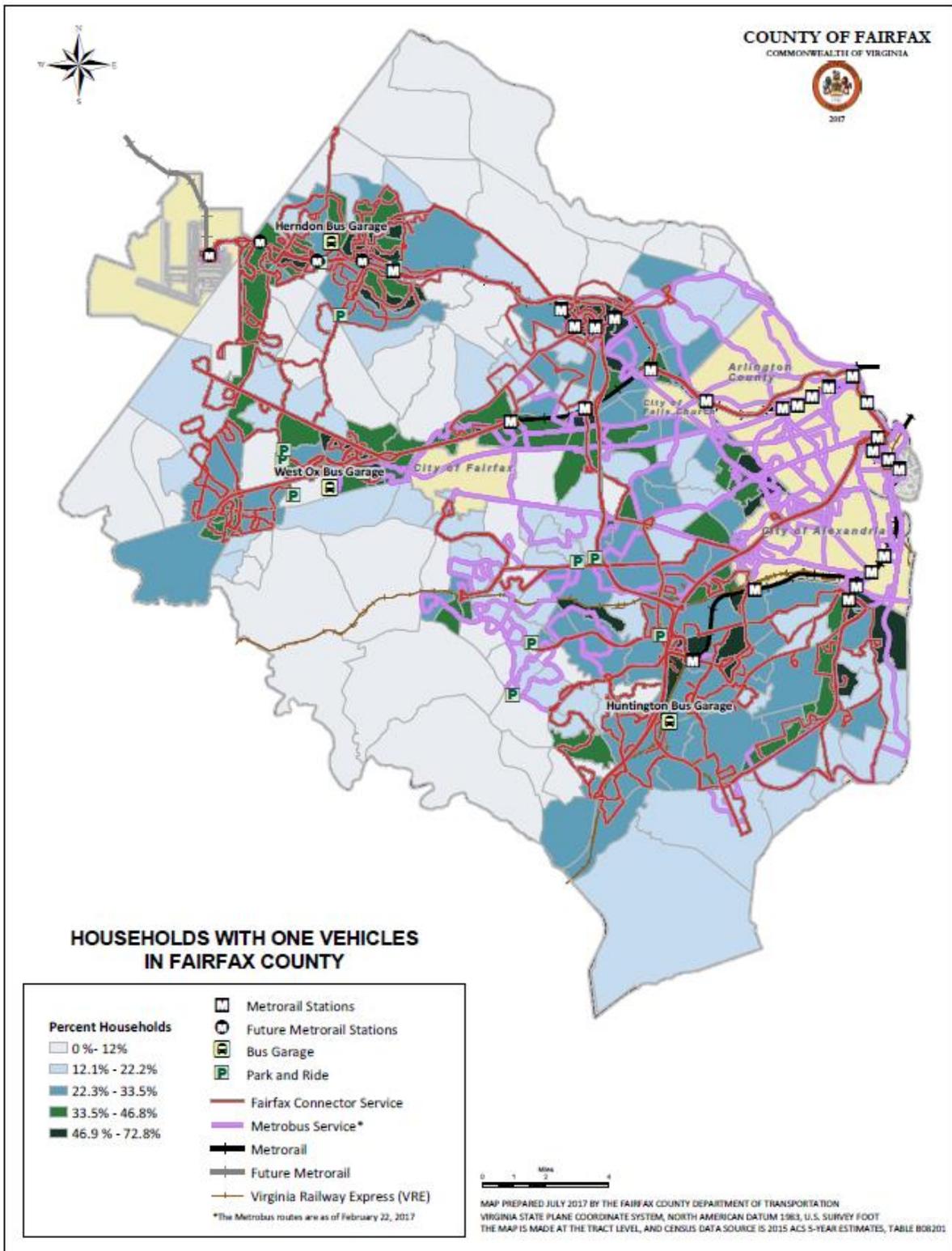


Figure 7 Households With One Vehicle in Fairfax County



If the bus was not available, LEP persons are less likely to replace the trip with a drive (11% versus 31% of the general population), and they are more likely to replace it with a carpool, taxi, alternate destination, biking, or walking (*Table 27*).

**Table 27 How would you make this trip if the bus was not available?**

Other Available Transportation	Speak English Very Well	Do not speak English Very Well
<b>Drive</b>	30.9%	10.5%
<b>Carpool or get a ride</b>	16.5%	22.8%
<b>Taxi</b>	14.2%	19.9%
<b>Would go elsewhere by bus</b>	10.0%	15.9%
<b>Walk</b>	9.3%	14.2%
<b>Bike</b>	2.6%	2.5%
<b>Metrorail</b>	1.9%	0.8%
<b>Another Bus</b>	1.0%	0.7%
<b>Would not go at all</b>	10.8%	10.6%

LEP individuals are likely to be leaving from home or work and traveling to home or work, at about the same rate as the general population (*Table 28 and Table 29*).

**Table 28 Trip Purpose (Traveling From)**

Traveling From	Speak English Very Well	Do not speak English Very Well
<b>Home</b>	52.8%	54.5%
<b>Work</b>	31.2%	29.2%
<b>Personal Business</b>	4.0%	3.5%
<b>School (student only)</b>	3.0%	4.3%
<b>Shopping</b>	3.0%	2.7%
<b>Social/Recreational/ Sight-seeing</b>	2.5%	2.2%
<b>Job-related Business</b>	1.4%	1.7%
<b>Medical Appointment</b>	0.8%	0.9%

**Table 29 Trip Purpose (Traveling To)**

Traveling To	Speak English Very Well	Do not speak English Very Well
Home	40.7%	37.8%
Work	40.1%	39.8%
Personal Business	5.1%	4.2%
School (student only)	2.3%	4.4%
Shopping	3.7%	5.9%
Social/Recreational/ Sight-seeing	2.9%	2.5%
Job-related Business	1.5%	2.1%
Medical Appointment	1.0%	1.5%

Finally, survey participants were asked about the main reason that they use the bus. LEP persons were more likely to find the bus economical, less likely to have a car, less likely to be concerned about parking, and far less likely to have a driver’s license (*Table 30*).

**Table 30 Main Reason for Using the Bus**

Main Reason for Using the Bus	Speak English Very Well	Do not speak English Very Well
Economical	25.4%	30.3%
No Car	24.8%	28.1%
No Driver’s License	15.2%	29.3%
Prefer not to drive	16.5%	6.9%
Car/ride not available	7.6%	6.1%
Parking is unavailable or expensive	6.6%	4.2%
Faster/better than driving, or to avoid traffic	6.3%	4.5%
Better for Environment	4.7%	3.3%
Free time to relax/work	4.4%	2.2%

### Factors 2 and 3 Summary

A fifth of all Fairfax Connector bus riders have limited English proficiency. LEP riders of Fairfax Connector are less likely to have access to a car; more than half of LEP persons do not have any vehicles in their households, compared to approximately one third of the general population, and are more likely to use alternative modes such as walking, carpool, and taxi if Fairfax Connector service was unavailable.

Many of the County staff interviewed suggested improvements to accommodations for LEP riders on the Fairfax Connector service. Interviewees recommended that the bus system provide bus schedules and maps, upon request, in languages other than English and Spanish. Once translated, these resources can be made available on the buses, at bus stops, and at Metrorail stations. Signs about fare information could be provided in common LEP languages on buses for each route.

Interviewees also suggested that Connector store resources can be improved to ensure that LEP persons can access information. Some rider information also could be translated into other common languages such as Hindi, Urdu, Farsi, and Arabic, upon request. Once translated, these resources should be printed and available at the Connector store. Smaller, hand-held local area maps and visual aids should be produced to aid in communication with LEP persons. Lastly, Connector store staff should be trained on how to access and use Google Translate when using public websites to enhance communication with LEP persons.

Overall, staff consider the language line to be a helpful resource for LEP persons. FCDOT should ensure that all staff, and personnel at all divisions and in the Connector Stores, are trained on how to access the language line through the Call Center, potentially utilizing online training opportunities to ensure all staff are reached. Information for passengers should be available on buses and in the Connector Store to inform customers regarding the availability of assistance in their language.

Many interviewees noted that the best way to create a relationship with LEP communities is through grassroots outreach. LEP populations are often more receptive to outreach when it comes through already established community centers, houses of worship, or trusted community or religious leaders. Building relationships with these organizations and leaders is key to building a strong relationship with these communities. Successful outreach has included connections with community leaders and outreach at community events.

Finally, using best practices when interacting with LEP populations can increase the effectiveness of outreach with these communities. Recommendation from interviewees included scheduling meetings and events with regard to common work schedules, providing food that is culturally sensitive, and providing professionally translated materials to ensure accuracy. Working with community organizations and events can increase participation, and working with public school parent liaisons can be an effective way to reach these populations where they already are. Understanding different cultural expectations can be helpful in ensuring that outreach is effective.

***Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.***

FCDOT currently provides language access resources in multiple formats, including real-time interpretation, visual aids, and translated documents. FCDOT is committed to providing adequate language assistance resources, based on identified community needs, regardless of cost. Currently, FCDOT budgets up to \$55,000 annually to accomplish the following language access strategies:

- Access to the Language Line for real-time interpretation
- Printing of bus cards and schedules in Spanish
- Printing of the Spanish editions of the Fares, Policies, and General Information brochure
- Provision of professional live interpretation at community outreach events, as needed

- Translation and printing of service information flyers that notify riders of upcoming changes to Fairfax Connector service (approximately 15 flyers per year)
- Printing of highly visual system-wide maps for field/operator use
- Advertising in local ethnic newspapers and on radio stations (as applicable) in advance of service changes (approximately two times per year), supplemented with online ads on newspaper sites and targeted Facebook ads
- Participate in or hold three pop-up events and community events or meetings a year to reach LEP populations

In addition to these resources, FCDOT staff who speak languages other than English are identified within the department as being available to provide interpretation services at public outreach events as needed. This list of staff who are available to provide interpretation services is periodically updated through a Foreign Language Resource Survey that is distributed to all full-time staff. The Title VI Notice and the Title VI Complaint Form also are available in Amharic, Arabic, Mandarin Chinese, Farsi, Hindi, Korean, Spanish, Tagalog, Urdu, and Vietnamese.

Fairfax County Procedural Memorandum 02-08 (April 30, 2004) stipulates that each department in the County must have an official Language Access Coordinator. Procedural Memorandum 02-08 lists the following responsibilities for the Language Access Coordinator:

1. Create a repository of resources and material related to language issues;
2. Develop a database of bilingual staff who are interested in participating in LINCUS, a program providing limited-service telephone interpretation;
3. Work with agencies to educate employees about language resources, accessibility of services and effective use of interpretation and translation services; as well as the available equipment and materials;
4. Work with agencies to ensure effective preparation and review of all translated materials, including the creation and training of Translation Verification Teams (TVTs);
5. Develop standards for translation of materials, including guidelines for documents requiring bidirectional writing formats;
6. Establish a county-wide coding system for all translated material;
7. Develop and distribute standard glossary of county agency names, titles and basic terminologies for use by translation vendors;
8. Work with DIT on the creation of a Language Access Webpage and the usability of existing technology and assist in developing process for upgrades;
9. Update agencies on any advances in software or on-line translation capabilities, as well as typing software available; and
10. Evaluate organization-wide access to LEP information, resources and equipment.

FCDOT's Language Access Coordinator is the Title VI Officer. Procedural Memo 02-08 also stipulates that agency directors are responsible for disseminating the County's Language Access Policy to all employees, and for ensuring that all employees are aware of and have access to language information and available language resources. Each agency is required to assess current LEP service practices (including bilingual direct service capacity) at all levels within the

agency and identify appropriate resources (language services, personnel, equipment, training, funding and partnerships) available to support the demand. Agencies must develop protocols to include resource utilization, language vendor selection, and identification of document-types eligible for translation.

Procedural Memo 02-08 also requires that each department provide the necessary resources, within the agency's budget, to support the County's language access policy and initiatives. As additional language access strategies are deemed to be need, FCDOT will allocate budget resources to meet these needs accordingly.

FCDOT will notify LEP persons about the availability of language assistance through advertising the availability of language assistance in bus schedules and public meeting notices, and ensuring that translated materials are distributed and available throughout the system.

### ***Monitoring and Evaluation***

Per Fairfax County Procedural Memo 02-08 FCDOT, and all other Fairfax County agencies, are responsible for developing a year-end report measuring and monitoring results of Language Access activities. This report must be provided to the county-wide Language Access Coordinator no later than July 31<sup>st</sup> each year. These reports are required to include a list of all translated materials and costs of all language services for the fiscal year.

To ensure ongoing monitoring and evaluation of the Language Access Plan, FCDOT's Title VI Officer/Language Access Coordinator will include the following information in the annual report, in addition to the list of all translated materials and costs of all language services for the fiscal year:

- Usage of the language line, including volume of calls by language and total costs expended on the language line for transit purposes;
- Number of requests for interpretation, by event type, by language for transit-related events;
- Any input received from FCDOT staff or contractors regarding language assistance needs they encountered at transit-related events;
- Views of the Fairfax Connector webpages with translated materials and the use of Google Translate on the Fairfax Connector website; and
- Any additional language access resources provided for transit service or planning-related needs during the year due to demonstrated need or requests.

## Language Access Strategies and Communicating Language Assistance

In addition to the language access strategies that FCDOT currently pursues, detailed in Factor 4, *Table 31* delineates the Title VI Language Access Strategies that FCDOT will implement the following additional strategies in the 2017-2020 period:

**Table 31 Language Access Plan Strategies**

Activities	Cost (estimated per fiscal year)	Assumption
<i>Materials and Notices Translations, Interpretation</i>		
<b>Activity 1: Print and distribute Spanish-language bus schedules</b>	Translation: \$5,100 Printing: \$4,713	<i>Bus Schedules (Source: FCDOT/Voiance)</i> <ul style="list-style-type: none"> <li>Spanish Translation: \$68/schedule, 75 routes (Voiance)</li> <li>Formatting: \$100 (2 hours)</li> <li>Printing 100,000 Spanish Schedules: \$4,713</li> </ul>
<b>Activity 2: Provide highly visual regional sector maps to bus operators/supervisors for use in the field.</b>	Already being printed by FCDOT	This cost originally was included in the FY2014 budget.
<b>Activity 3: Print and distribute Fares and Policies Brochure in the 10 languages identified in LAP.</b>	Translation: \$3,229 Printing: \$3,500	<i>Fares &amp; Policies Brochure (Source: FCDOT/Voiance)</i> <ul style="list-style-type: none"> <li>Existing Spanish Translation: \$250</li> <li>Translation per language (non-Spanish): \$331</li> <li>Printing: \$350 per language</li> </ul>
<b>Activity 4: Print and distribute the Silver Line bus route changes brochure in Spanish</b>	Translation: \$46 Printing: \$247	<i>Service Information Flyer (Source: FCDOT)</i> <ul style="list-style-type: none"> <li>Spanish Translation: \$46</li> <li>FCDOT Internal Formatting/Printing: \$247/flyer</li> </ul>
<b>Activity 5: Post Title VI Notice and Complaint forms in Fairfax County DOT offices in the 10 languages identified in LAP</b>	Translation: \$721	<i>Vital Materials Translation (Source: FCDOT)</i> <ul style="list-style-type: none"> <li>Spanish Translation: \$46</li> <li>Other languages (9): \$75</li> </ul>
<b>Activity 6: Print and post Title VI Notice bus cards in Spanish for every vehicle in the Fairfax Connector fleet</b>	Translation: \$46 Printing: \$600	<i>Title VI Notice Bus Cards (Source: FCDOT/Voiance)</i> <ul style="list-style-type: none"> <li>Spanish Translation: \$46</li> <li>Printing: \$600</li> </ul>

<p><b>Activity 7: Service Information Flyers: FCDOT produces about 25 flyers each year, which will be translated the appropriate languages for the area impacted</b></p>	<p>Translation: \$11,115 Printing: \$13,760</p>	<p><i>Service Information Flyer (Source: FCDOT)</i></p> <ul style="list-style-type: none"> <li>• Translation for Spanish, Chinese, Vietnamese (In-house, FCDOT): \$25/hour</li> <li>• Translation per language (Not Spanish): \$75</li> <li>• Assumption: 25 flyers translated into Spanish</li> <li>• Assumption: 5 flyers each in Chinese, Korean, Amharic and Vietnamese (\$400)</li> <li>• FCDOT Internal Formatting/Printing: \$247 per flyer/per language</li> </ul>
<p><b>Activity 8: FCDOT will advertise in local ethnic newspapers and on radio stations (as applicable) in advance of service changes (approximately four times per year), supplemented with online ads on newspaper sites and targeted Facebook ads.</b></p>	<p>Newspaper ¼ page Print Ad, 4x/year</p> <ul style="list-style-type: none"> <li>• Ad and translation: \$1,500</li> </ul> <p>Newspaper Web Ad Campaign (1x/year)</p> <ul style="list-style-type: none"> <li>• Ad: \$300</li> </ul> <p>Radio Ad Campaign (30 second ad, 2x/year)</p> <ul style="list-style-type: none"> <li>• Ads: \$1,500</li> </ul> <p>Targeted Facebook Ad Campaign (2x/year, per language)</p> <ul style="list-style-type: none"> <li>• Ad: \$1,000</li> </ul>	<p><i>Newspaper ¼ page Print Ad, 4x/year</i></p> <ul style="list-style-type: none"> <li>• Washington Chinese</li> <li>• Washington Hispanic</li> <li>• Zethiopia (Amharic)</li> <li>• Korea Daily</li> <li>• Doi Nay (Vietnamese)</li> </ul> <p><i>Newspaper Web Ad (1x/year)</i></p> <ul style="list-style-type: none"> <li>• Washington Chinese</li> </ul> <p><i>Radio (30 second ad, 1x/year)</i></p> <ul style="list-style-type: none"> <li>• El Zol (Spanish Language)</li> <li>• 1120 AM (Amharic)</li> <li>• 1310 AM (Korean)</li> </ul> <p><i>Targeted Facebook Ads (2x/year, per language)</i></p> <ul style="list-style-type: none"> <li>• 5 languages</li> </ul> <p><i>Vital Materials Translation</i></p> <ul style="list-style-type: none"> <li>• Spanish Translation: \$46</li> <li>• Other languages: \$75</li> </ul>

<p><b>Activity 9: FCDOT sets up a Language Line phone number for 10 languages identified in the LAP.</b></p>	<p>Estimate: \$5,000</p>	<p><i>Language Line (Source: FCDOT, Fairfax County OHREP, LanguageLine.com)</i></p> <ul style="list-style-type: none"> <li>Spanish is \$.90/minute, other languages \$1.10/minute. Over 200 languages included</li> <li>Fairfax County OHREP uses Language Line; each language line call costs \$95-\$177.</li> </ul> <p>Language Line offers immediate, over the phone translation services in the following three situations:</p> <ul style="list-style-type: none"> <li>A LEP individual visits the office in person. The office staffer calls language line. A language line representative answers the phone, and connects the staffer and the LEP individual with as live interpreter for the conversation.</li> <li>A LEP individual calls the office, indicating their native language. The office staffer calls language line to get a live interpreter for the conversation.</li> <li>A staffer places a call to an LEP person, first calling Language Line to have a live interpreter on hand when the LEP person picks up the phone.</li> </ul>
<p><b>Activity 10: Language Assistance TearSheets on buses (8 languages already available – need to translate two more)</b></p>	<p>Translation: \$150 Printing: \$250</p>	<p><i>Service Information Flyer (Source: FCDOT)</i></p> <ul style="list-style-type: none"> <li>Translations per non-Spanish languages: \$75</li> <li>FCDOT Internal Formatting/Printing: \$25 per flyer/language</li> </ul>
<p><b>Training and Events</b></p>		
<p><b>Activity 1: Travel Training events for community based organizations and service providers.</b></p>	<p>5 events/Year Staffing: \$6,000 Materials: \$2,145 MATT bus: \$1,500</p>	<ul style="list-style-type: none"> <li>Staffing - \$1,200 per event for four contracted event staff (3 hours including set-up and break down)</li> <li>Staples/Home Depot Materials – \$230 (one time cost), \$383 (each event)</li> <li>Planning - 15 hours staff planning time per event, one staff per event</li> <li>MATT Bus: \$100/hour, minimum 3 hours</li> <li>Travel Trainer: 6 hours</li> <li>Materials: Introduction to Transit (Book)</li> <li>Staff Planning Time: 15 hour, 4 hours per event per staff member</li> </ul>

<b>Activity 2: Pop-Up Events and Community Meetings</b>	5 Events/Year Staffing: \$6,000 Materials – \$1,915	<ul style="list-style-type: none"> <li>• Staffing - \$1,200 per event for four contracted event staff (3 hours including set-up and break down)</li> <li>• Staples/Home Depot Materials –\$400 (each event)</li> <li>• Staff Planning Time: 15 hours, 4 hours per event per staff member</li> </ul>
<b>Activity 3: Title VI FCDOT Staff Training</b>	Title VI Officer	All current staff have received Title VI training. The Title VI Officer will be responsible for ensuring all new FCDOT staff are trained via the new online training module.
<b>Monitoring and Evaluation</b>		
<b>Activity 1: Monthly Data Collection</b>	Title VI Officer	The Title VI Officer will be responsible for all relevant data collection activities for the LAP.
<b>Activity 2: Annual Data Collection</b>	Title VI Officer	The Title VI Officer will be responsible for all relevant data collection activities for the LAP.
<b>Activity 3: Annual LAP Report, Updates to Language Access Plan</b>	Title VI Officer	The Title VI Officer will be responsible for compiling the annual LAP report and incorporating updates to the language access plan.
<b>Contingency</b>	\$5,113	The contingency will cover any additional costs incurred over the fiscal year that were not encompassed in this estimate.
<b>Total Estimated Annual Cost</b>		<b>\$80,000</b>

## CHAPTER 3: SERVICE STANDARDS AND POLICIES

FCDOT has developed transit service standards and policies to guide the equitable provision of service and amenities in Fairfax County.

### 3.1 Transit Service Standards

The following service standards were adopted as part of FCDOT’s 2014 Transit Development Plan. The agency uses these metrics to evaluate routes and adjust service based on performance.

#### Vehicle Load

Vehicle load is the level of passenger crowding that is acceptable for a safe and comfortable ride. Vehicle load is expressed as a ratio of the number of passengers on the vehicle to the number of seats on the vehicle averaged over the peak one-hour in the peak direction. *Table 32* identifies the capacity and load factor for each type of vehicle in FCDOT’s fleet.

**Table 32 Maximum Acceptable Vehicle Loads**

Vehicle Type	Seated Capacity	Standing Capacity	Maximum Capacity	Maximum Load Factor
40’ Bus	39	10	49	1.25
35’ Bus	30	8	38	1.25
30’ Bus	28	7	35	1.25

#### Vehicle Headway

Vehicle headway, or frequency, represents the amount of time between two vehicles traveling in the same direction on a given route. *Table 33* summarizes the minimum frequency for each type of route. Vehicle headway standards are developed through FCDOT’s Transit Development Plan, which is updated every six years.

**Table 33 Minimum Acceptable Vehicle Headways**

Type of Route	Minimum Peak Period Frequency	Minimum Off-Peak Frequency
<b>Full-Day Routes</b>		
Weekday	30 min	30 min (60 min after 9:00 PM)
Saturday	30 min (base <sup>15</sup> )	60 min (fringe <sup>16</sup> )
Sunday	60 min	60 min
<b>Weekday Peak-Only Routes</b>		
Morning	20 min (peak of the peak)	30 min (fringe of the peak)
Afternoon	20 min (peak of the peak)	30 min (fringe of the peak)

#### On-Time Performance

FCDOT requires its operating contractor to maintain a minimum standard of “on-time bus trips” for each route of at least 85 percent. “On-time” is defined as between one and six

<sup>15</sup> Saturday base is defined as 9:00 AM to 5:00 PM.

<sup>16</sup> Saturday fringe is defined as after 5:00 PM.

minutes late leaving scheduled time points as established in the bus route schedule to include the starting point of any scheduled trip; trips shall not leave any scheduled time point ahead of schedule.

### **Service Availability**

Service availability is a measure of coverage, indicating how many residents in a service area have access to fixed-route transit. FCDOT sets a standard whereby 50 percent of the population should have access, measured as population within a quarter mile of a Fairfax Connector bus route.

## **3.2 Transit Service Policies**

### **Transit Amenities**

Transit amenities refer to items of comfort, convenience, and safety that are available to customers. FCDOT has an established process for determining site selection for amenities, outlined in the *Fairfax County Bus Stop Guidelines* document. The County uses the standard operating procedures and policies outlined in this guide to ensure transit amenities are equitably distributed. The policies established in these guidelines include the following:

- Bus shelters: A bus shelter may be installed at stops with an average of 50 or more boardings per day, at a transit center or park and ride lot owned by Fairfax County, or if the stop is at a major activity center.
- Benches: Benches may be installed if the stop is located at a transit center or park and ride lot or if the stop is a major activity center, generating 25 or more passenger boardings per day, or at stops located near significant populations of seniors, the disabled, students, or other special uses (e.g., tourist attractions).
- Provision of information:
  - Bus stop signs are installed at all locations with two variations: local and regional (for stops jointly served by WMATA’s Metrobus) designs. Each bus stop has a unique bus stop ID that can be used for the Bus Tracker real time arrival and route information available via phone and internet applications.
  - Bus route Ride Information Guides (2 to 4-sided mounted display units) which contain schedule and individual system maps are installed at all transit stations (bus/rail) and park-and-ride lots where Fairfax Connector bus service operates and have designed service bays.
  - Bus System Maps are installed in bus shelters at transit stations (bus/rail) that are primarily served by Fairfax Connector routes only and park and ride lots where Fairfax Connector bus service operates and have designated service bays.
- Escalators and elevators: FCDOT generally does not provide or maintain escalators or elevators at any bus stops, except for the one at Wiehle Reston East Metrorail Station.
- Waste receptacles: Waste receptacles are installed at all stops where there is a demonstrated issue with littering.

## Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are assigned to bus garages. Fairfax Connector’s vehicles are assigned to three bus divisions: Herndon, West Ox, and Huntington. However, individual buses are not assigned to individual routes. Buses are deployed to individual routes based on fleet availability on the day of service, size of the bus, the capacity needed on the routes served, and the route’s roadway characteristics (i.e., buses that travel in residential neighborhoods with narrow streets must be smaller). Fairfax Connector does track the individual buses used on routes via its intelligent transportation systems (ITS) capabilities.

Buses are replaced at the end of their useful life in accordance with Fairfax Connector’s fleet replacement plan. The Fairfax Connector has a comprehensive preventive maintenance and component replacement program which ensures a high level of vehicle reliability. The oldest vehicles in the Fairfax Connector fleet date to 2007, while the average age of the fleet is 5.8 years. All vehicles in the Fairfax Connector fleet are low-floor, which is consistent with Fairfax Connector’s policy is to purchase only low-floor vehicles. *Table 34* is the Fairfax Connector Fleet Profile.

**Table 34 Fairfax Connector Fleet Profile**

Make	Size	Number	Year	Age
New Flyer	35 feet	16	2007	10
New Flyer	40 feet	52	2007	10
Orion VII	30 feet	26	2008	9
New Flyer	40 feet	45	2009	8
New Flyer	40 feet	31	2011	6
New Flyer	40 feet	37	2011	6
New Flyer	35 feet	15	2012	5
New Flyer	40 feet	20	2012	5
New Flyer	40 feet	19	2013	4
New Flyer	35 feet	17	2014	3
New Flyer	35 feet	12	2015	2
New Flyer	40 feet	5	2015	2

### **3.3 Transit Service Monitoring**

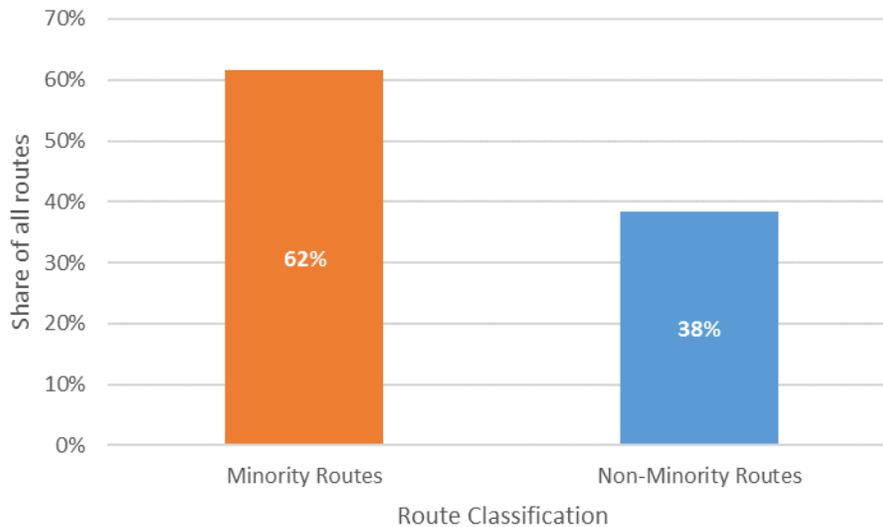
This section evaluates the performance of Fairfax Connector per the service standards and policies set forth in Fairfax County's Title VI Program to ensure both transit service and transit amenities are equitably distributed across the service area, regardless of whether a route primarily serves minority or non-minority populations. The FTA defines a minority bus route as one where one third or more of the route's revenue miles fall within a minority census block. A minority census block group is defined as one in which the percentage minority population exceeds the percentage minority population in the service area. The minority population comprises 47.4 percent of the total population Fairfax County; therefore any census block group in which the minority population comprises 47.4 percent of the population or higher is considered to be a minority census block group.

#### ***Definition of Minority Routes***

An initial GIS analysis identified minority routes by the percentage of each route's revenue miles that intersect minority Census Blocks. The FTA's definition of minority routes was applied to all routes except those that run along a highway or have limited stops to the route destination. For commuter routes and express routes, due to the fact that they often run long distances and sometimes on limited access highways where boarding/alighting does not occur, a slightly modified methodology was required. The number of bus stops in minority block groups and in non-minority block groups was counted, and the route was designated as minority or non-minority classification based on whichever block group had the greater number of stops. If the number of stops were the same, always assigned the route to be minority to be conservative.

Of Fairfax Connector's 86 routes, 53 routes (62 percent) are considered minority routes and 33 routes (38 percent) are considered non-minority. The final classification distribution is depicted in *Figure 8*.

**Figure 8 Distribution of Minority Routes**



### **3.4 Major Service Change, Disparate Impact, and Disproportionate Burden Policies**

In accordance with the requirements of FTA Circular 4702.1B, Title VI Requirements for Federal Transit Administration Recipients, Fairfax County must establish policies for what constitutes a major service change, disparate impact, and disproportionate burden for use in future service equity and fare equity analyses. The County originally established these policies and their accompanying thresholds in July 2014. According to the Circular, the County must revisit these policies every three years and make revisions as necessary. The proposed policies and thresholds proposed for FY 2018-2020 are unchanged. The Board approved on June 6, 2017.

The use of these policies to evaluate proposed service and fare changes prior to implementation is designed to determine whether those changes will have a discriminatory impact based on race, color, or national origin.

A major service change is a numerical threshold in change of service that determines when changes are large enough in scale for the individual transit system to require a subsequent service equity analysis.

FTA C 4702.1B defines disparate impact and disproportionate burden as follows:

“The transit provider shall develop a policy for measuring disparate impacts. The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied

uniformly, regardless of mode, and cannot be altered until the next Title VI Program submission.” (FTA C 4702.1B, Chap. IV-13)

“The transit provider shall develop a policy for measuring disproportionate burdens on low-income populations. The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly, regardless of mode.” (FTA C 4702.1B, Chap. IV-17)

FTA C 4702.1B requires that if a disparate impact on minority communities is found, Fairfax County must determine ways to avoid, minimize, or mitigate the impact. Fairfax County can only implement a proposed change that results in a disparate impact, if substantial legitimate justification exists, and there are no alternatives meeting the same legitimate objectives. Fairfax County is committed to adequately addressing any adverse impacts that result in a disproportionate burden to low-income communities.

### ***Fairfax County Title VI Policies***

The major service change, disparate impact, and disproportionate burden policies of Fairfax County Department of Transportation are as follows:

#### **Major Service Change**

A major service change is defined as either an increase or a decrease of 25 percent or more in either daily revenue service hours, revenue service miles, or both for the individual route being modified.

#### *Major Service Change Key Definitions*

*Daily Revenue Service Hours:* The number of hours a bus operates while carrying paying passengers.

*Revenue Service Miles:* The number of miles a bus operates while carrying paying passengers.

#### **Disparate Impact**

A disparate impact occurs when the difference between minority riders and non-minority riders affected by a proposed service change or fare change is 10 percent or greater.

#### **Disproportionate Burden**

A disproportionate burden occurs when the difference between low-income riders and non-low-income riders affected by a proposed service change or fare change is 10 percent or greater.

### ***Major Service Change, Disparate Impact, and Disproportionate Burden Policy Development***

The major service change, disparate impact, and disproportionate burden policies were drafted collaboratively by FCDOT staff. A variety of data were used in the determination of these draft policies:

- Data availability and ease of application to determine when a major service change is proposed.
- Census data analysis on the demographic and socio-economic composition of the population living within a quarter mile of a Fairfax Connector route.
- Ridership survey data collected in 2014.
- Policies in place at peer transit agencies in the Washington, D.C. metropolitan area and across the United States.

The major service change policy reflects the availability of daily revenue service miles and hours and consideration of the types of service that is offered by Fairfax Connector. Revenue service hours and revenue service miles were both included in the major service change policy, due to the different types of service offered by the Fairfax Connector; some Fairfax Connector routes run for short periods of time over long distances, while other routes run for many hours in revenue service, but operate over a small geographic area.

The disparate impact policy was developed using a comparative analysis of the proportion of the population that is minority at the route-level for the entire Fairfax Connector system. This was done through an analysis of 2010 Decennial Census data in geographic information system (GIS) software that extracted the raw minority population and the total population living within a quarter mile of each Fairfax Connector route. This data for each route, and the system as a whole, was then examined to determine a threshold level that would likely result in meeting FTA's Title VI Circular's intent of establishing policies that are simultaneously not so high that they would never identify impacts and not so low that they would always identify an impact.

The disproportionate burden policy was developed through a comparative analysis of the proportion of households that are low-income in the Census tracts that are served by Fairfax Connector. The definition for low-income households used for this analysis was all households below 50 percent of the area median income, or all households with an income of \$50,000 or less. This is similar to the definition used by the Fairfax County Department of Housing and Community Development.

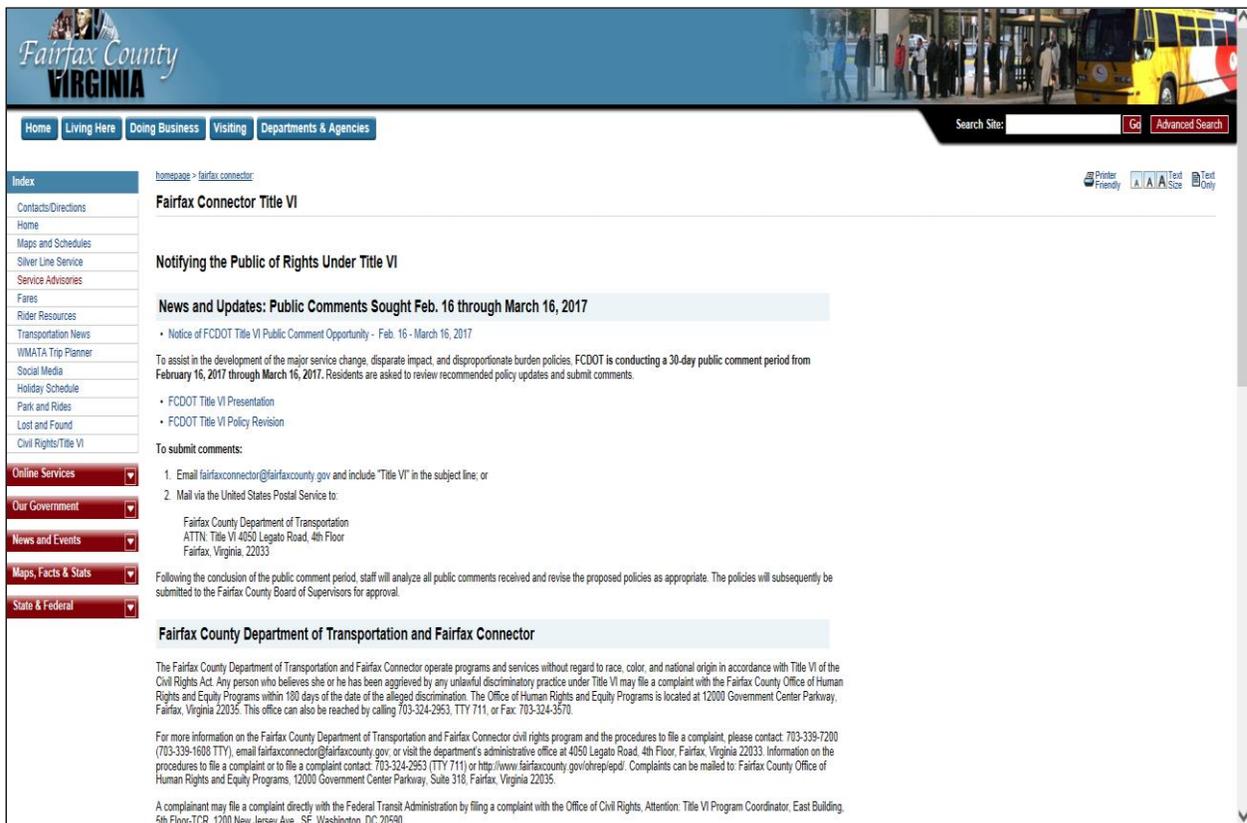
Census tracts with a median household income at or below 50 percent of the area median income were identified as low-income census tracts. The proportion of households located within one quarter mile of each Fairfax Connector route for low-income Census tracts that intersect with each Fairfax Connector route was determined through the use of geographic information system software. The data for each route and the system as a whole was then examined to determine a threshold level that would likely result in meeting FTA's Title VI

Circular's intent of establishing policies that are simultaneously not so high that they would never identify impacts and not so low that they would always identify an impact.

### **Major Service Change, Disparate Impact, and Disproportionate Burden Public Comment**

A public comment period on the proposed Major Service Change, Disparate Impact, and Disproportionate Burden policies was held from February 16 to March 16, 2017. Members of the public were invited to provide comments to FCDOT by U.S. mail as well as by electronic mail. The public comment period was advertised on the Fairfax Connector website (Figure 9) and social media (weekly posts to Fairfax Connector's Facebook page and Twitter feed).

**Figure 9 Fairfax County Notice of Public Comment Period for Major Service Change, Disparate Impact, and Disproportionate Burden Policies**



Links to the proposed policies were also posted to the Public Comment Period notice on the Fairfax Connector website. In addition, a PowerPoint presentation was included on the website that provided an overview of the policies, how they were developed, and how they might be applied (Appendix C). Approximately 400 people clicked through the website. However, only a few comments were received during the public comment period.

Fairfax County's Title VI Major Service Change, Disparate Impact, and Disproportionate Burden social media outreach strategy and statistics were as follows:

- Locations targeted: United States: Alexandria (+25 mi), Burke (+25 mi), Centreville (+25 mi), Chantilly (+25 mi), Fairfax (+25 mi), Falls Church (+25 mi), Herndon (+25 mi), Lorton (+25 mi), McLean (+25 mi), Reston (+25 mi), Springfield (+25 mi), Tysons Corner (+25 mi), Vienna (+25 mi), Fort Belvoir (+25 mi) Virginia
- Number of people directly reached: 17,905
- Number of engagements: 929 engagements with 393 link clicks, 493 post likes, 33 post shares, 17 post likes, and 10 comments
- Engagement gender breakdown: 52.2% women; and 47.8% men

### **Focus Groups**

FCDOT, with the assistance of the Fairfax County Office of Human Rights and Equity Programs (OHREP), organized three focus groups for community-based organizations to solicit feedback directly from community stakeholders serving minority, low-income, and limited English proficient populations. OHREP invited approximately 160 organizations to the focus group meetings.

Three focus group meetings locations were chosen to ensure easier access for potential riders residing or working in each part of the County (*Table 35*). The first meeting was held at the South County Government Center; the second meeting was held at the Hunter Mill District Supervisor's Office, which is located in the northern section of the County; and the third meeting was held at the Luther Jackson Middle School, which is more centrally located.

Each focus group began with a 30 minute presentation that provided an overview of FCDOT's Title VI Program development process and explained the proposed disparate impact and disproportionate burden and major service change policies and how they would be applied. The second half-hour of each focus group time was spent in a facilitated discussion with participants on their views on the proposed policies.

**Table 35 Title VI Focus Group Locations**

Public Meeting	Location	Date and Time	Public Meeting Attendees
South County	South County Government Center - Conference Room 221 A/B, 8350 Richmond Highway - Alexandria, VA 22309	Wednesday, February 16, 2017; 12:00 noon – 1:00pm	3 Attendees – (Neighborhood Health, Operation Renewed Hope Foundation, United Community Ministries)
North County	Hunter Mill District Supervisor’s Office 12000 Bowman Towne Dr, Reston, VA 20190	Wednesday, February 22, 2017 3:00 PM - 4:00 PM	No Attendees
Fairfax County Region II	Luther Jackson Middle School, 3020 Gallows Rd, Falls Church, VA 22042	Thursday, March 2, 2017 6:00 – 8:00 pm	1 Attendee – Advance Social Services Board

*South County Public Meeting Discussion Summary*

The three participants at the South County Public Meeting group felt the need for FCDOT and Fairfax Connector to offer more bus service as most of the people they dealt with were predominantly military retirees who depend heavily on transit services to attend medical appointments. The Fairfax Connector routes serving Richmond Highway have relatively high proportion of low-income households, as well as a sizable amount of military retirees who use Fairfax Connector. Two of the three of the organizations reported that the clients they served often have difficulty getting enough transit service coverage for medical appointments, as they rely on public transportation as their primary form of transportation. Public Meeting attendees also discussed other general transportation needs on Richmond Highway and were interested in maintaining contact with FCDOT in regard to future service changes and safety improvements along the Richmond Highway corridor.

*North County Public Meeting Discussion Summary*

No participants came to the North County Public Meeting, although invitations were sent three weeks in advance by OHREP.

*Fairfax County Region II Public Meeting Discussion Summary*

The last and final Title VI Public Meeting was held in Region II (central Fairfax). One participant felt the need for FCDOT – Fairfax Connector to offer more frequent bus service as most of the people they served in the region were military retirees who depended heavily on transit services. While just four organizations participated in the focus groups, those that did participate provided substantive feedback regarding Fairfax Connector services and gained an understanding of how FCDOT developed and will apply the major service change, disparate impact, and disproportionate burden policies.

#### *Public Comments Received via Email or US Postal Service*

Similar to the focus group comments, the comments received via email were generally concerned with Fairfax Connector services and not on the proposed policies described above (See *Appendix D*). FCDOT did not receive any comments via the US Postal Service.

#### **Fairfax County Board of Supervisors Approval**

The Fairfax County Board of Supervisors reviewed and approved the County's Major Service Change, Disparate Impact and Disproportionate Burden Policies on May 2, 2017.

### **3.5 Major Service Changes Implemented from FY 2015 to FY 2017**

#### ***Summary of Analysis Results***

The service changes proposed for implementation in March 2017 were reviewed as mandated by the Federal Transit Administration (FTA) in Circular C 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. Eight routes are involved in these changes. Of those, one route is qualified as experiencing a major service change. Further analysis of the proposed change to this route established that it would not create a disparate impact on the minority riders or a disproportionate burden on the low-income riders of the route.

#### ***Relevant Fairfax County Title VI Program Elements***

A service equity analysis may require the evaluation of as many as four items, depending on the nature of the route, the proposed changes to it, and the environment that it serves. The policies listed in this section are contained in the County's Title VI Program, as approved by the Board of Supervisors on July 1, 2014. The Disparate Impact and Disproportionate Burden definitions were revised and approved by Board of Supervisors on July 12, 2016, as an amendment to the existing Title VI plan.

A major service change is a change (due to a reduction in service, route restructuring, or addition of service) of 25 percent or more of total daily revenue service hours or miles on an individual route basis.

A disparate impact occurs when the difference between minority riders and non-minority riders affected by a proposed fare or service change is 10 percent or greater.

A disproportionate burden occurs when the difference between low-income riders and non-low-income riders affected by a proposed fare or service change is 10 percent or greater.

An adverse effect occurs when the proposed service change meets any of the following criteria for minority populations and low-income populations:

- New or Additional Service: if other service was eliminated to release resources to implement it;

- Headway Changes: if headway(s) increase by at least 20 percent;
- Alignment Changes: if at least 15 percent of the alignment is eliminated or modified;
- Span of Service Changes: if the span of service decreases by at least 10 percent; or
- Elimination of an entire route.

“If a transit provider chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if the transit provider finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service change, the transit provider may implement the service change only if:

- “the transit provider has a substantial legitimate justification for the proposed service change;” and
- “the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider’s legitimate program goals.” (Circular C 4702.1B, page IV-16; emphasis in original.)

FCDOT measured the minority population living within one quarter mile of the affected route alignments and compared the percentage of minority population within that area to the percentage of non-minorities living in the same area to determine whether the service change will cause a disparate impact. The percentage of low-income households within one quarter mile of the route alignment is also measured and compared to the percentage of non-low-income households in the same area to determine whether a service change will cause a disproportionate burden.

### **Overview**

Schedule changes to eight Fairfax Connector routes (Routes 395, 401/402, 461, 466, 599, 640, and 642) took place in March 2017 to improve on-time performance, and enhance connections between routes, and improve bus-rail transfers at Vienna Metro Station.

### **Highlights**

- Add three additional AM and three additional PM trips on Route 395 to address crowding issues. Service frequency will be approximately 15 to 30 minutes. Minor schedule adjustments on Routes 393/394/395 are made to avoid bus bay conflicts at Pentagon Transit Center.
- Running time adjustments are made to improve on-time performance for Routes 401/402, 461, 466, 599, 640, and 642.

Each of the 8 routes included in the service change was first evaluated against the Major Service Change threshold defined in the County’s Title VI Program. *Table 36* shows that only changes to 395 meet the Major Service Change threshold.

**Table 36 Service Changes Triggering a Major Service Change or Adverse Effect**

Route	Proposed Service Changes	Percent Changes in Revenue Hours	Percent Changes in Revenue Miles
		Weekday	Weekday
395	Improve weekday headway	34%	33%
401	Adjust running time to improve schedule adherence	4%	5%
402	Adjust running time to improve schedule adherence	3%	
461	Adjust running time to improve schedule adherence	1%	
466	Adjust running time to improve schedule adherence (interline with 461)	0.1%	
599	Adjust start and running time to improve schedule adherence	3%	
640	Adjust running time to improve schedule adherence	13%	11%
642	Adjust running time to improve schedule adherence	1%	1%

The following sections examine whether the proposed service changes to Route 395 will create a disparate impact and/or disproportionate burden. If such an impact is identified, then further justification for the service change is provided.

### **Major Service Change**

#### **Route 395 – Backlick/Pentagon Express**

*Major Service Change:* Route 395 weekday service will add three additional AM trips and three additional PM trips to address crowding issues. With the proposed change, the weekday revenue hours for Route 395 will increase by 34 percent, and the weekday revenue miles will increase by 33 percent, which exceed the threshold for a major service change of at least 25 percent.

*Disparate Impact:* Table 37 shows the minority population living within 2.5 mile of Gambrill Road Park-and-Ride and Backlick North Park-and-Ride (the two only stops within Fairfax County)<sup>17</sup> is 32.5 percent. The non-minority population living within the same area is 67.5 percent. The minority percentage is 35 percent below the non-minority percentage (-35%), which does not exceed the disparate impact threshold of 10 percent. Therefore, the proposed changes to alignment modification will not create a disparate impact.

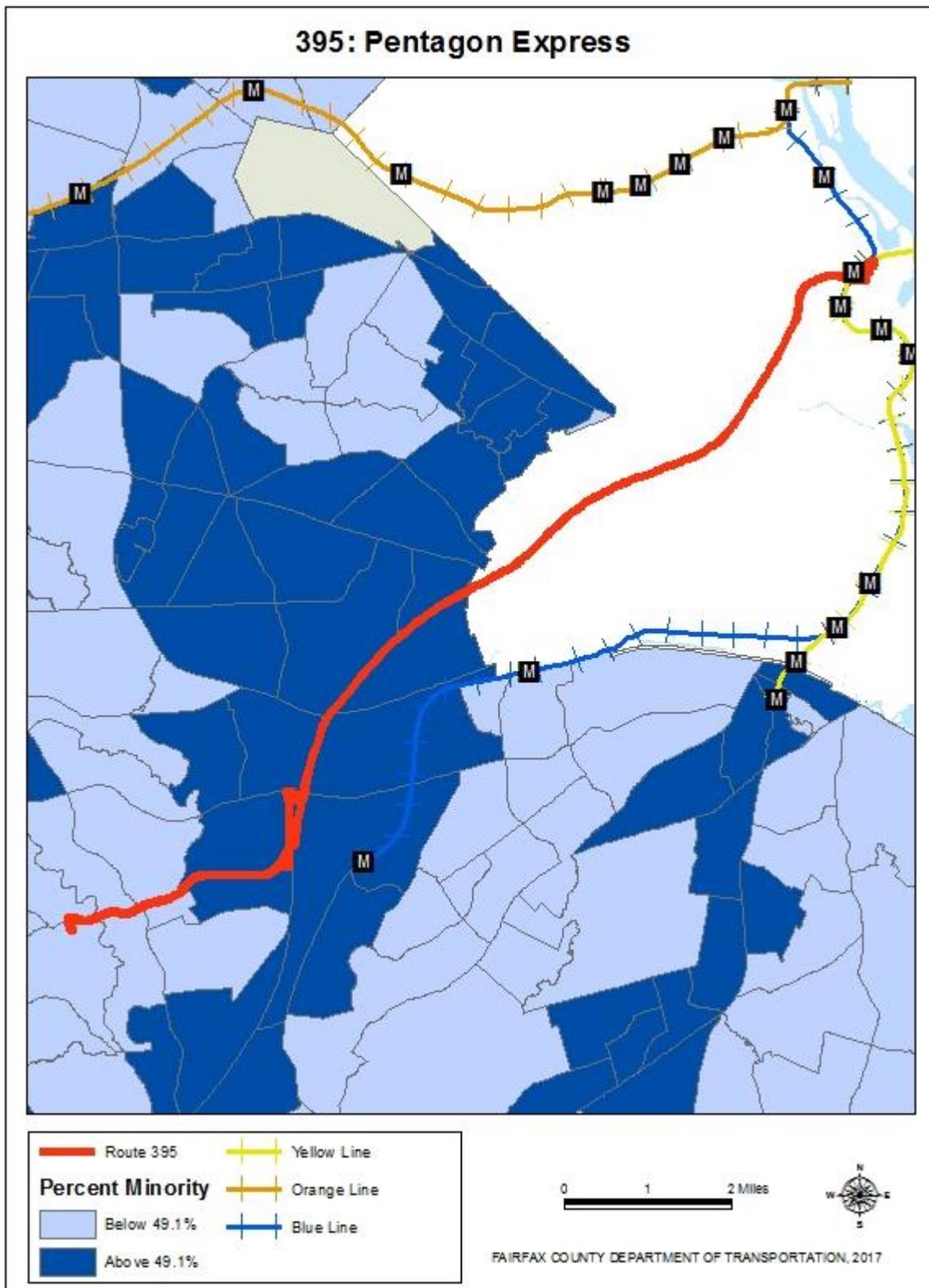
<sup>17</sup> 2.5 miles is the median distance traveled to the Gambrill Road Park-and-Ride facility, according to a license plate study conducted in 2008.

**Table 37 Route 395 Disparate Impact**

Route	Minority Population	Route Population	Route Minority	Route Non-Minority	Difference	Disparate Impact
395	60,428	185,959	32.5%	67.5%	35% below the non-minority proportion	No

Figure 10 (below) shows 395 route alignment in relation to predominantly minority census tracts.

Figure 10 Route 395 Minority Population Map



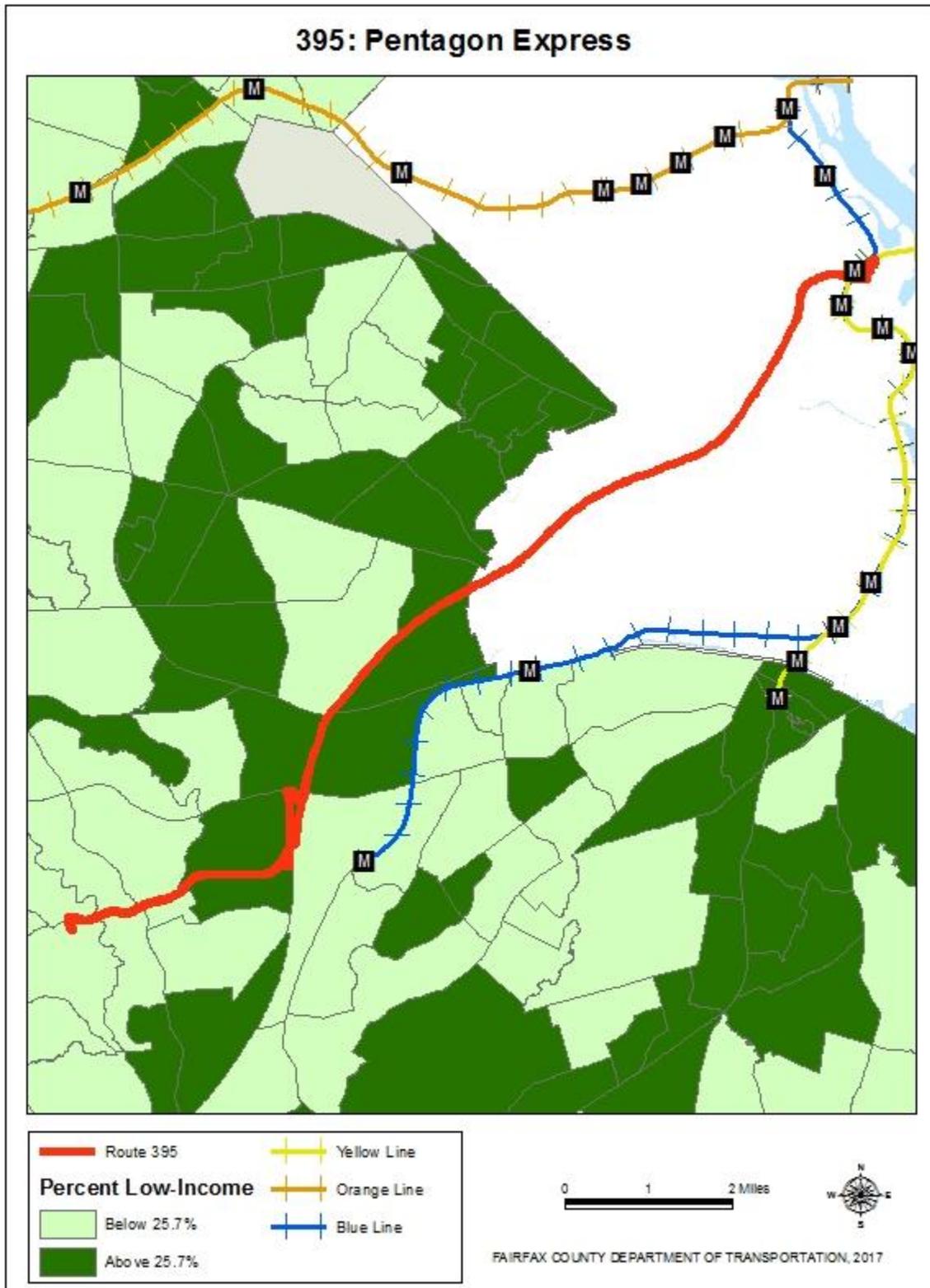
*Disproportionate Burden:* The households within 2.5 mile of Gambrill Road Park-and-Ride and Backlick North Park-and-Ride are 13.7 percent low-income (*Table 38*). This is 72.6 percent lower than the non-low-income households. The difference between the percentages of Route 395 low-income households and the non-low-income households is less than the disproportionate burden threshold of 10 percent. Therefore, implementing proposed changes to Route 395 will not create a disproportionate burden on low-income households.

**Table 38 Headway Modification Disproportionate Burden**

Route	Low-Income Households	Total Households along Route	Route Low-Income	Route Non-Low-Income	Difference	Disproportionate Burden
395	9,020	65,626	13.7%	86.3%	72.6% below the non-low-income households	No

*Figure 11* (below) shows the 395 route alignment in relation to predominantly low-income census tracts.

Figure 11 Route 395 Low-income Population Map



Adverse Effects: The proposed changes to Route 395 does not meet the criteria for either a disparate impact to minority riders or a disproportionate burden to low-income passengers. Therefore, analysis for adverse effects is not required.

### ***Conclusion***

The service changes proposed for implementation in March 2017 were reviewed as mandated by FTA in Circular C 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. The analysis showed that the proposed service changes will not create a negative disparate impact on minority riders or a negative disproportionate burden on low-income riders. The service changes will result in an overall service improvement for Fairfax Connector riders and the communities which the routes serve.

## **3.6 Major Fare Changes Implemented from FY 2015 to FY 2017**

### ***Requirement for a Fare Equity Analysis***

The analysis was conducted in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients. The Circular requires, under Title VI of the Civil Rights Act of 1964, that the Fairfax County Department of Transportation (FCDOT) undertake an evaluation of any proposed fare changes, either increase or decrease, to determine whether it has a discriminatory impact on Title VI protected minority populations or on low-income populations. The requirement applies to any and all fare media and fare level changes, whether increases or decreases, and applies to any transit operator with at least 50 vehicles in peak service.

The analysis is to be completed and approved by the operator's governing board during the planning stage, before the change is implemented, but is not submitted to FTA until the next Title VI Plan update submission is due. In summary, the FTA Circular states that the analysis should include:

- A statement of the agency's "disparate impact" and "disproportionate burden" policies and how the public was engaged in developing the policies.
- An analysis of the usage of each fare medium and fare level generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or fare media that would be subject to the fare increase or decrease.
- The number and percent of users of each fare media proposed for increase or decrease including a profile of fare usage by group - minority, low-income, and overall ridership - in table format.
- For each fare medium and fare level, a table comparing the existing cost, the percent change, and the usage of minority groups as compared to overall usage and of low-income groups as compared to overall usage.
- Whether focusing changes on a particular fare medium may lead to a disparate impact or disproportionate burden.

- Whether vendors that distribute/sell the fare media are located in areas that would be convenient to impacted populations.
- An analysis of modifying the proposal to remove the impacts, if it is determined that a disparate impact exists.
- An analysis that demonstrates that there is a substantial legitimate justification for the proposed fare changes, including an analysis of alternatives to determine whether the proposed fare changes are the least discriminatory alternative, if it is determined that a disparate impact exists and the agency will make the fare changes despite these impacts.
- A documented exploration of alternatives and mitigation, including the timing of implementing the fare increases, providing discounts on passes to social service agencies that serve the impacted populations, and other alternatives as appropriate, if a disparate impact or a disproportionate burden is identified.

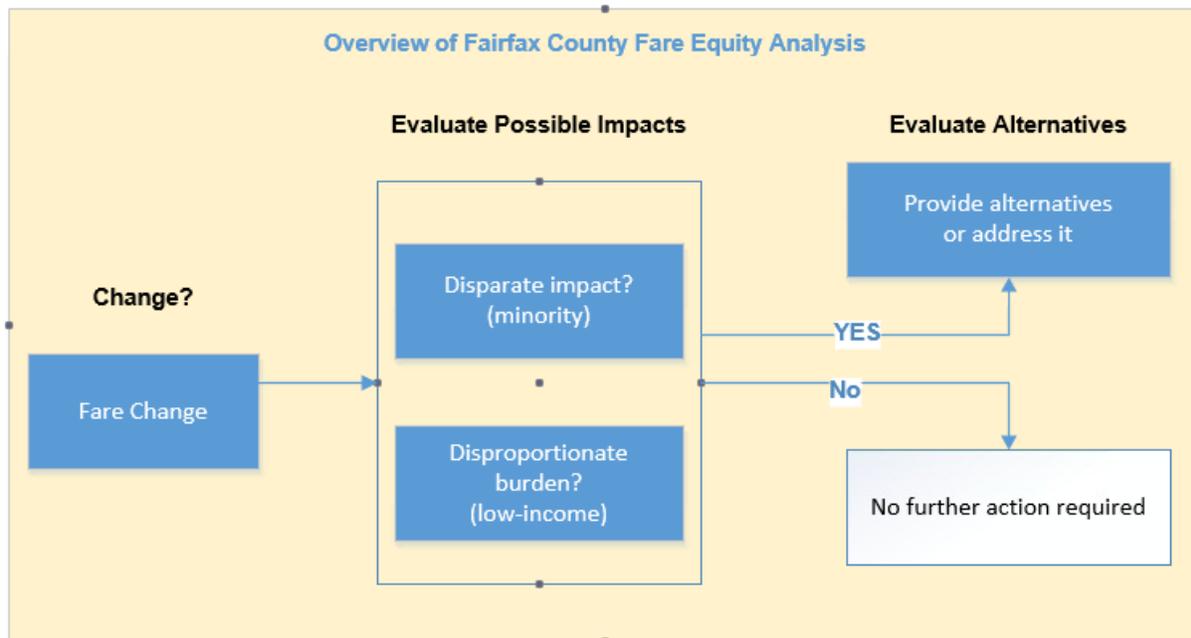
### ***Relevant Fairfax County Title VI Program Elements***

The FTA Circular requires that FCDOT establish policies for what constitutes a disparate impact and a disproportionate burden for use in service equity and fare equity analyses. The policies listed in this section are contained in the County’s Title VI Program, as approved by the Board of Supervisors on May 2, 2017.

- A *disparate impact* occurs when the difference between the percentage of minority riders and the percentage of overall riders affected by a proposed fare change is 10 percent or greater.
- A *disproportionate burden* occurs when the difference between the percentage of low-income riders and the percentage of overall riders affected by a proposed fare change is 10 percent or greater.

To determine whether a fare change will cause a disparate impact, the percentage of the minority riders served by Fairfax Connector using a particular fare medium and fare level is to be compared to the percentage of the overall riders served by Fairfax Connector using that fare medium and fare level. If the percentage of minority riders using a particular fare medium and fare level exceeds the percentage of overall riders by at least ten percent, then the change in fares for that fare medium and fare level must be examined (see *Figure 12*). If a disparate impact is found, the transit provider may implement the fare change only if a substantial legitimate justification for the proposed fare change exists, and there are no alternatives that would have a less disparate impact on minority to meet the same legitimate program goals. Minority riders were defined as any person identifying themselves as Latino or indicating a race of anything other than white on the survey.

**Figure 12 Overview of Fare Equity Analysis Process**



***Fare Equity Analysis Procedure***

To determine whether a fare change will cause a disproportionate burden, a similar process is used comparing the percentage of the low-income users served by Fairfax Connector using a particular fare medium and fare level to the percentage of the overall users served by Fairfax Connector using that fare medium and fare level. If a disproportionate burden is found, then it must take steps to avoid, minimize or mitigate impacts where practicable, and describe alternatives available to low-income populations affected by the fare changes. Low-income riders were defined as any person reporting a household income of \$50,000 or less (the survey used income categories in \$10,000 increments).

***Rationale and Description for the Fare Change***

The Washington Metropolitan Area Transit Authority (WMATA), recently issued a plan for a proposed fare change in FY 2018 to keep Metro safe, reliable and affordable. The Connector participates as a regional partner with WMATA in the use of the SmarTrip (pre-paid fare card). Board of Supervisors policy is to increase fares for the Fairfax Connector consistent with WMATA fare increases. Additionally, WMATA provides approximately 43 percent of the total bus service revenue hours in the County through Metrobus. Furthermore, a fare increase will help Fairfax Connector to defray the increasing cost of providing bus service to its riders. For the reasons given above, the proposed Connector fare changes for local and express bus service match those proposed for similar WMATA Metrobus service. For regular customers, both local bus and express bus fares would increase 25 cents, which is 14.3% and 6.3% higher than the current prices respectively. For seniors/disabled, the local bus fare would increase 15 cents (17.6%), and the express bus fare would increase 10 cents (5%). For our express service on Route 599, the regular fare is \$7.50, and it would remain the same as WMATA’s airport

routes (5A/B30). The Senior/Disabled fare for this route was proposed to change to \$3.75, to mirror the one-half regular fare policy for Senior/Disabled. All fares for the Circulator services would be unchanged. These changes are summarized below in *Table 39*.

**Table 39 Existing and Proposed Fare Changes for FY2018**

Fare Category			Fares			
Service Type	Customer Type	Fare Medium	Current Fare	Proposed Fare	Fare Change	% Fare Change
Local Bus	Regular	SmarTrip	\$1.75	\$2.00	\$0.25	+14.3%
Local Bus	Regular	Cash	\$1.75	\$2.00	\$0.25	+14.3%
Local Bus	Senior/Disabled	SmarTrip	\$0.85	\$1.00	\$0.15	+17.6%
Local Bus	Senior/Disabled	Cash	\$0.85	\$1.00	\$0.15	+17.6%
Circulator (422/423/424)	Regular	SmarTrip	\$0.50	\$0.50	\$0.00	0.0%
Circulator (422/423/424)	Regular	Cash	\$0.50	\$0.50	\$0.00	0.0%
Circulator (422/423/424)	Senior/Disabled	SmarTrip	\$0.50	\$0.50	\$0.00	0.0%
Circulator (422/423/424)	Senior/Disabled	CASH	\$0.50	\$0.50	\$0.00	0.0%
Express Bus (393/394/395)	Regular	SmarTrip	\$4.00	\$4.25	\$0.25	+6.3%
Express Bus (393/394/395)	Regular	Cash	\$4.00	\$4.25	\$0.25	+6.3%
Express Bus (393/394/395)	Senior/Disabled	SmarTrip	\$2.00	\$2.10	\$0.10	+5.0%
Express Bus (393/394/395)	Senior/Disabled	Cash	\$2.00	\$2.10	\$0.10	+5.0%
Route 599 Express	Regular	SmarTrip	\$7.50	\$7.50	\$0.00	0.0%
Route 599 Express	Regular	Cash	\$7.50	\$7.50	\$0.00	0.0%
Route 599 Express	Senior/Disabled	SmarTrip	\$0.85	\$3.75	\$2.90	+341.2%
Route 599 Express	Senior/Disabled	Cash	\$0.85	\$3.75	\$2.90	+341.2%

***Utilization of Survey Data for the Fare Equity Analysis***

The FTA Circular requires that a transit operator use rider survey data that is no more than five years old to ascertain the percentage of users of each fare level and fare medium who are members of Title VI minority and low income protected classes. FCDOT collected an on-board customer survey from Fall 2013 to Fall 2014. The survey consisted of 23 questions on the fare paid, household income, race and Latino origin, English proficiency, as well as questions on trip origin/destination, frequency of use, availability of travel alternatives, opinions of service and other topics. Surveys were distributed to all passengers on the equivalent of one weekday, one Saturday and one Sunday of service on all routes surveyed.

To develop current system wide estimates of ridership by fare category for low-income, minority, and all riders, the 11,078 surveyed respondents were weighted to the observed average Weekday, Saturday and Sunday daily ridership in FY2015<sup>18</sup>. The daily average ridership

<sup>18</sup> FY 2015 observed ridership is used to weight the survey data because the new route 599 began service in July 2014.

was then combined to produce a weekly usage, assuming five weekdays, a Saturday and a Sunday. Finally, the 3.1% of ridership using fare media issued by other agencies whose pricing is beyond the control of FCDOT was excluded from the analysis. (*Table 40*)

**Table 40 Ridership by Fare Category for Low-Income, Minority and All Riders**

Fare Category			Estimated Weekly Usage		
Service Type	Customer Type	Fare Media	Overall*	Low - Income	Minority
Local Bus	Regular	SmarTrip	170,816	77,106	108,090
Local Bus	Regular	Cash	11,791	7,492	8,714
Local Bus	Senior/Disabled	SmarTrip	5,498	2,539	2,113
Local Bus	Senior/Disabled	Cash	153	131	85
Circulator (422/423/424)	Regular	SmarTrip	4,449	1,872	3,150
Circulator (422/423/424)	Regular	Cash	237	113	210
Circulator (422/423/424)	Senior/Disabled	SmarTrip	126	39	36
Circulator (422/423/424)	Senior/Disabled	Cash	0	0	0
Express Bus (393/394/395)	Regular	SmarTrip	3,117	36	973
Express Bus (393/394/395)	Regular	Cash	0	0	0
Express Bus (393/394/395)	Senior/Disabled	SmarTrip	112	0	22
Express Bus (393/394/395)	Senior/Disabled	Cash	0	0	0
Route 599 Express	Regular	SmarTrip	1,065	28	255
Route 599 Express	Regular	Cash	0	0	0
Route 599 Express	Senior/Disabled	SmarTrip	91	0	91
Route 599 Express	Senior/Disabled	Cash	0	0	0
<b>TOTAL</b>			<b>197,454</b>	<b>89,355</b>	<b>123,692</b>

\* FY2015 total ridership excludes the 3.1% of riders using fare types not issued by Fairfax County, including MARC/VRE Transit Link Card (TLC), 7-Day Regional Bus PASS (WMATA), DASH, MetroAccess, and others.

***Profile of Fare Usage and Fare Changes by Group***

*Table 41* shows the percentage of low-income, minority and all riders using each fare category alongside the fare changes proposed. The first step in the determination of whether disparate impacts or disproportionate burdens exist is to compare the percent utilization of each fare category by low-income and minority groups to the percent utilization of all riders. The final two columns in *Table 41* show the difference between the percent utilization by Title VI protected groups and the percent utilization by all riders. If any of the categories had shown differences of 10% or more, the relative differences in the percent of the fare increase would have to be examined to note whether those categories with a difference of 10% or more would have larger fare increases.

The disparate impact analysis of the data in *Table 41* shows that utilization of the various fare categories by minority riders ranges between 1.1% below and 1.1% above the utilization of the

same fare category by all riders. The County's policy threshold establishing potential of a disparate impact when utilization of any fare category by minority riders exceeds utilization of that same fare category by all riders by at least 10%. Therefore, no disparate impacts exist for the proposed fare changes.

The disproportionate burden analysis of the data in *Table 41* shows that utilization of the various fare media by low-income riders ranges between 1.5% below and 2.4% above the utilization of the same fare category by all riders. The County's policy threshold to establish the potential of a disproportionate burden when utilization of any fare category by low-income riders exceeds utilization of that same fare category by all riders by at least 10%. Therefore, no disproportionate burdens exist for the proposed fare changes.

**Table 41 Percentage of Ridership by Fare Category for Low-Income, Minority and All Riders**

Fare Category			Fares				Percentage of Estimated Weekly Usage			Difference	
Service Type	Customer Type	Fare Medium	Current	Propose	Change	% Change	Overall	Low-Income	Minority	Low-Income	Minority
Local Bus	Regular	SmarTrip	\$1.75	\$2.00	\$0.25	14.3%	86.5%	86.3%	87.4%	-0.2%	0.9%
Local Bus	Regular	Cash	\$1.75	\$2.00	\$0.25	14.3%	6.0%	8.4%	7.0%	2.4%	1.1%
Local Bus	Senior/Disabled	SmarTrip	\$0.85	\$1.00	\$0.15	17.6%	2.8%	2.8%	1.7%	0.1%	-1.1%
Local Bus	Senior/Disabled	Cash	\$0.85	\$1.00	\$0.15	17.6%	0.1%	0.1%	0.1%	0.1%	0.0%
Circulator (422/423/424)	Regular	SmarTrip	\$0.50	\$0.50	\$0.00	0.0%	2.3%	2.1%	2.5%	-0.2%	0.3%
Circulator (422/423/424)	Regular	Cash	\$0.50	\$0.50	\$0.00	0.0%	0.1%	0.1%	0.2%	0.0%	0.0%
Circulator (422/423/424)	Senior/Disabled	SmarTrip	\$0.50	\$0.50	\$0.00	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%
Circulator (422/423/424)	Senior/Disabled	Cash	\$0.50	\$0.50	\$0.00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Express Bus (393/394/395)	Regular	SmarTrip	\$4.00	\$4.25	\$0.25	6.3%	1.6%	0.0%	0.8%	-1.5%	-0.8%
Express Bus (393/394/395)	Regular	Cash	\$4.00	\$4.25	\$0.25	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Express Bus (393/394/395)	Senior/Disabled	SmarTrip	\$2.00	\$2.10	\$0.10	5.0%	0.1%	0.0%	0.0%	-0.1%	0.0%
Express Bus (393/394/395)	Senior/Disabled	Cash	\$2.00	\$2.10	\$0.10	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Route 599 Express	Regular	SmarTrip	\$7.50	\$7.50	\$0.00	0.0%	0.5%	0.0%	0.2%	-0.5%	-0.3%
Route 599 Express	Regular	Cash	\$7.50	\$7.50	\$0.00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Route 599 Express	Senior/Disabled	SmarTrip	\$0.85	\$3.75	\$2.90	341.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Route 599 Express	Senior/Disabled	Cash	\$0.85	\$3.75	\$2.90	341.2%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>TOTAL</b>							<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>		

## **Findings**

For the proposed fare change by FCDOT, the analysis of the recent survey data shows that the utilization of the various fare media and fare levels among minority and low-income riders does not differ substantially from that of the overall ridership. In summary, the finding of this analysis is that the proposed fare change would not result in disparate impacts on minority populations or disproportionate burdens on low income riders. Given this finding, no further examination of alternatives is required by the FTA Title VI Circular.

## **3.7 Analysis of Transit Service Standards**

FTA C 4702.1B requires FCDOT to evaluate its defined standards and policies to ensure service equity between minority and non-minority routes. The following are the standards and policies that FCDOT has measured for each of its routes:

### **Standards**

- Vehicle load
- Vehicle headway
- On-time performance
- Service accessibility

### **Policies**

- Vehicle assignment
- Distribution of transit amenities

It should be noted that in the last three years, Fairfax County Department of Transportation upgraded its intelligent transportation systems (ITS) capabilities with the installation of a new computer aided dispatch – automatic vehicle locator (CAD-AVL) system. This new ITS capability has provided the system with the capability to track on-time performance, vehicle loads, and vehicle assignment at the bus route level with a level of precision that was not possible in the past. For example, in the past FCDOT relied upon supervisor reports to monitor on-time performance and on a spot-check basis. Vehicle load data analyzed in the previous program was from a ridecheck, while vehicle load data was derived using a complicated and less precise methodology that involved analyzing the age and use of buses at the garage level. The implementation of CAD-AVL in FCDOT's ITS capabilities has greatly increased the accuracy of the on-time performance, vehicle load, and vehicle assignment monitoring.

### **Vehicle Load**

The vehicle load metric is used to determine if a bus is overcrowded. A vehicle load is the average maximum number of people seated and standing during the peak one-hour in the peak direction. Vehicle passenger load is measured by the ratio of load to seated capacity (load/seat ratio). Through FCDOT's automatic passenger counter data, the maximum load for all routes for weekdays, Saturdays, and Sundays is available. *Figure 13* displays the average daily maximum load factors for Weekdays, Saturdays, and Sundays for the October 2016 – February 2017 period. Non-minority routes are slightly less crowded than minority routes for days evaluated, however the average maximum loads for both route classifications are well below the number of seats available on the bus and FCDOT's policy of a 1.25 maximum load factor.

**Figure 13 Average Daily Maximum Load Factors: October 2016 – February 2017**

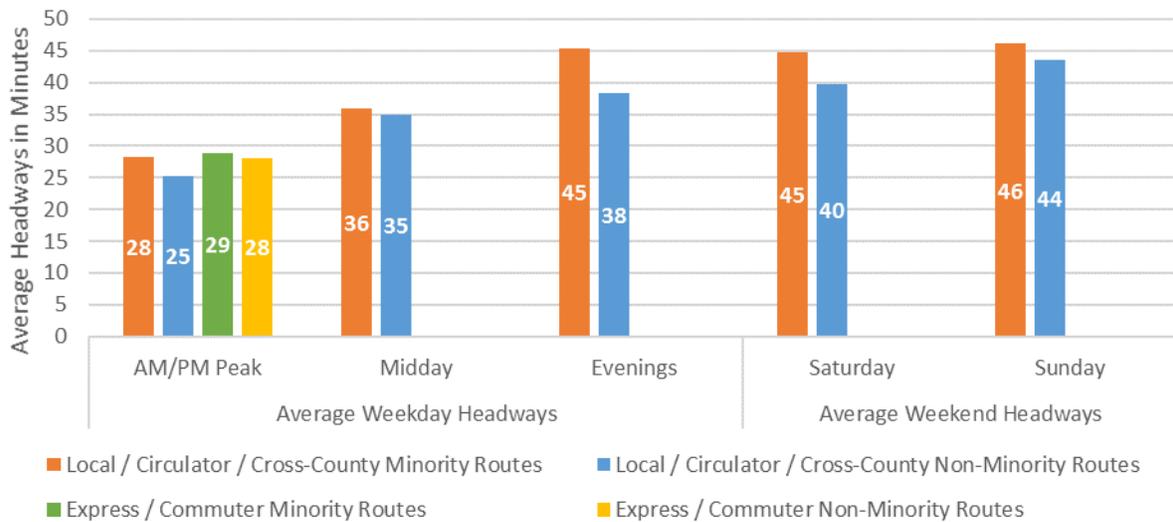


### Service Headways

Headway by time of day for both weekday and weekend service is a measure of the level of service of a bus route. *Figure 14* illustrates the variation in service headways by day of week and time of day for minority and non-minority routes. Route-level headway information was summarized by the time period and averaged across all minority and non-minority routes. To complete this monitoring analysis, Fairfax Connector’s five service types were grouped in two categories, the first containing local, circulator, and cross-county services, and the second containing express and commuter services. FCDOT’s service standard for headways evaluates routes by whether they are all-day or peak-period weekend only services, and grouping the service types into these categories best allowed for comparison with the service standards.

As displayed in *Figure 14*, FCDOT is meeting its established service headway standards for all periods evaluated for both minority and non-minority routes. Overall, there is not a significant difference in service frequency between minority and non-minority routes, with the minority routes having a slightly less frequent headway in the 1-7-minute range across all periods evaluated. In the peak periods, the difference between minority and non-minority routes is just 3 minutes, while during the midday it is only 1 minute.

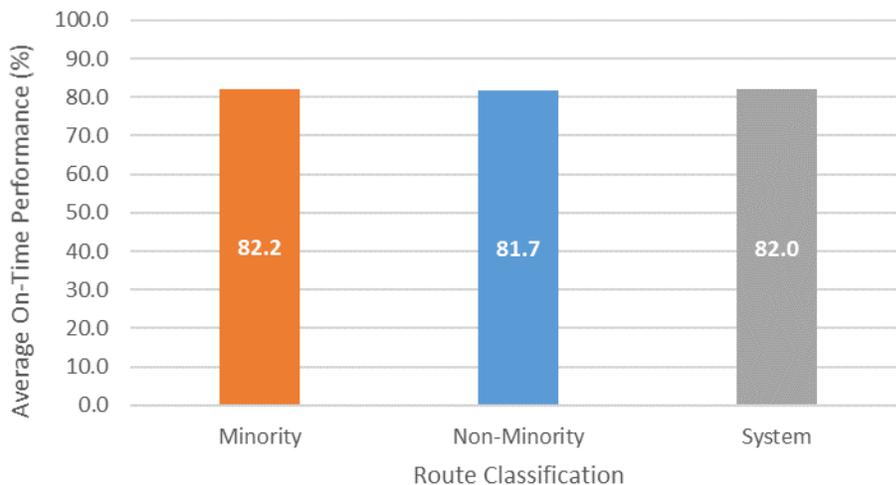
**Figure 14 Average Service Headways (Minutes)**



**On-Time Performance**

An average on-time performance for all routes in the Fairfax Connector system during December 2016 to February 2017 was analyzed using the CAD-AVL data (Figure 15). During this period, buses arrived on-time 82.0 percent of the time, with minority routes having an average on-time performance of 82.2 percent and non-minority routes having an average of on-time performance of 81.7 percent. While these figures fall slightly short of FCDOT’s 85.0 percent on-time performance goal, there is no discernable difference between minority and non-minority route on-time performance.

**Figure 15 On-Time Performance Monitoring – December 2016 – February 2017**



### ***Service Availability***

Service availability measures the percentage of the population within the County that is served by either Fairfax Connector. As Metrobus also provides significant service in Fairfax County, access to Metrobus, or by the combination of both Connector and Metrobus was also considered. As shown in *Table 42*, 58 percent of the minority population in the County lives within walking distance (one quarter of a mile) of a Connector bus route and 43 percent within walking distance of a Metrobus routes. In total 77 percent of minorities live within walking distance of either a Connector or Metrobus route. *Table 42* also shows the percentage of non-minority population that lives within walking distance of transit. Overall the percentage of minorities within walking distance to transit services is higher than the percentage of the non-minority population. A total of 53 percent of all Fairfax County residents live within a quarter mile of a Fairfax Connector route. These figures well exceed FCDOT's service availability standard of providing access to 50 percent to the Fairfax Connector system, as measured as population within a quarter mile of a Fairfax Connector bus route.

**Table 42 Service Availability Monitoring**

	Minority Served	Minority County	Minority Percent	Non-Minority Served	Non-Minority County	Non-Minority Percent	Total Population Served	Total Population	Total Population Percent
<b>Connector</b>	312,350	534,866	58%	288,396	593,856	49%	600,746	1,128,722	53%
<b>Metrobus</b>	227,875	534,866	43%	210,404	593,856	35%	438,279	1,128,722	39%
<b>All Bus Transit</b>	411,174	534,866	77%	386,816	593,856	65%	797,990	1,128,722	71%

### 3.8 Analysis of Transit Service Policies

#### *Transit Amenities*

The map in *Figure 16* shows the location of bus shelters serving Fairfax Connector routes throughout Fairfax County, relative to locations of minority and non-minority populations. FCDOT does not currently maintain data on the distribution or presence of benches and waste receptacles, but will explore ways to begin to track the distribution of these amenities in the future. The provision of information is distributed throughout the system per FCDOT’s established policy.

In addition to the map, an in-depth monitoring analysis was conducted on the distribution of bus shelters. It is Fairfax Connector’s policy that a bus shelter may be installed at stops with an average of 50 or more boardings per day. *Table 43* displays number of shelters at Fairfax Connector stops with 50 or more boardings per day, by minority and non-minority stops. For the purposes of this analysis, a bus stop received a "minority" designation if located in a Census Block Group where the minority population is at or exceeds the proportion of minorities (47.4%) that comprise the total population. Of the 520 transit stops across Fairfax County, a total of 88 stops have 50 or more boardings per day, with 59 of these being minority stops and 29 being non-minority stops. A greater proportion of the minority stops with 50 more boardings (49 percent) have shelters than the non-minority stops (41 percent).

**Table 43 Shelter Availability among Fairfax Connector stops with 50 and greater daily boardings**

	Minority Stops (Number)	Non-Minority Stops (Number)	Total Stops (Number)
<b>No Shelter</b>	20	17	37
<b>Shelter</b>	39	12	51
<b>Total</b>	<b>59</b>	<b>29</b>	<b>88</b>
<b>Percent of stops with a shelter</b>	<b>66%</b>	<b>41%</b>	<b>58%</b>

In Fairfax County, there are three potential ways a shelter can be installed, directly through the County-funded shelter program, by an advertising vendor that provides shelters, and through developer proffers associated with development approvals. Among the shelters provided by the shelter advertising vendor, FCDOT has discretion to place 10 percent of the shelters procured through this contract. The remaining 90 percent of these shelters are located by the advertising vendor, on the basis of high ad-revenue locations. The advertising vendor is responsible for the maintenance and upkeep of all shelters that they install. County-owned shelters are maintained by the Stormwater Maintenance department as their funding allows. *Figure 16* shows the system-wide distribution of transit amenities. *Figure 17* shows the most recent transit facility improvements in Fairfax County.

Figure 16 Distribution of Transit Amenities

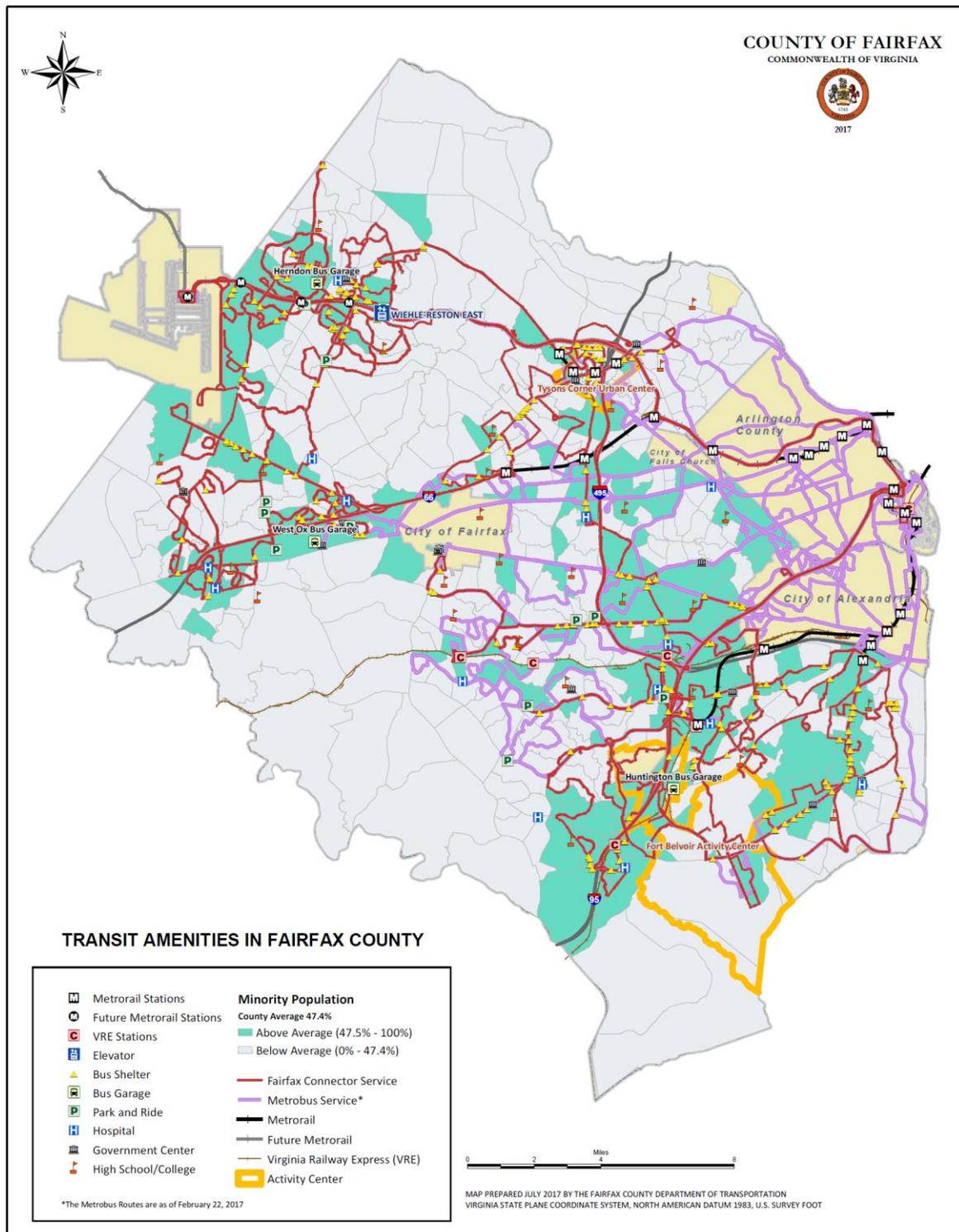
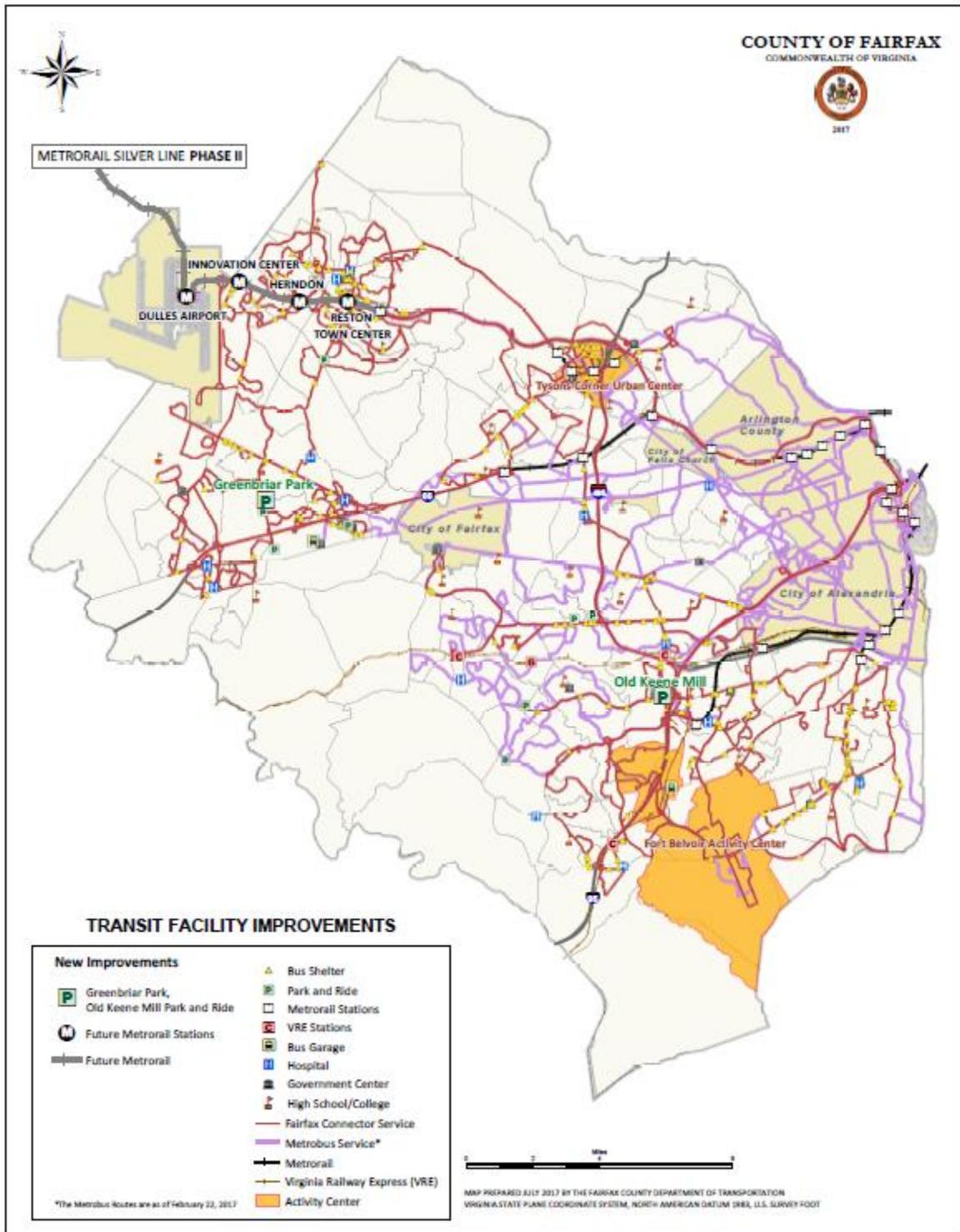


Figure 17 Recent Transit Facility Improvements

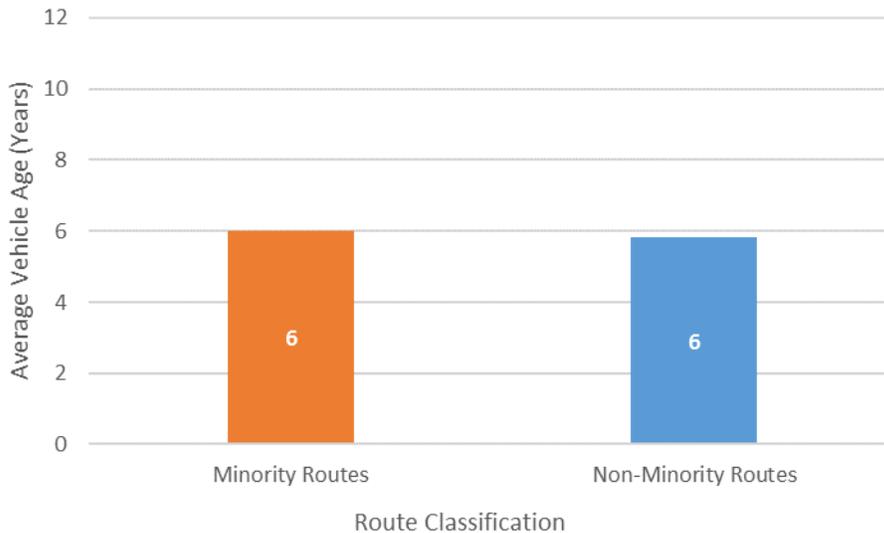


### Vehicle Assignment

FCDOT generally assigns Fairfax Connector vehicles to routes from three operating divisions as follows: North County service area (Reston-Herndon Division), Central service area (West Ox Division), and South County service area (Huntington Division). Specific bus types and sizes from each operating division are assigned to routes based on the capacity needed for each route and road or service area geometry. For example, Fairfax Connector only uses 30-foot buses on RIBS routes in Reston. However, most routes will have several different makes, sizes, and ages of buses operating the route at any given time. This flexibility is needed due to the fact that different buses may be available on a daily basis according to maintenance schedules.

Due to the introduction of FCDOT's CAD-AVL system, records are maintained on which specific buses are used on which routes for every run. An analysis of all vehicles used on all routes for the week of March 24-30, 2017 was conducted to evaluate average vehicle age. *Figure 18* shows that there is no difference in age between vehicles operating on minority routes, and those operating on non-minority routes, with both having a vehicle age average of 6 years. The average age of all Fairfax Connector vehicles is 5.8 years.

**Figure 18 Average Vehicle Age – March 24-30, 2017**



# **Fairfax County Title VI Accomplishments Questionnaire**

*Prepared by:*

**Fairfax County Department of Transportation**

*Coordination and Funding Division*

## BACKGROUND

Fairfax County's Title VI (Civil Rights) Program was adopted by the Board of Supervisors and approved by the Federal Transit Administration (FTA) in 2014. As part of the County's Title VI Program, the Fairfax County Department of Transportation (FCDOT) has committed to update its Language Access Plan (LAP), as well as monitor related activities that may have occurred. To create this update, Coordination and Funding Division staff collects data from FCDOT through the questionnaire below.

Each division is asked to identify **accomplishments, issues, and any corrective actions** that have occurred during the past year. If a question does not apply to your section or work, *there is no need to respond*.

Please return completed questionnaires to **Benjamin Atsem** ([Benjamin.Atsem@fairfaxcounty.gov](mailto:Benjamin.Atsem@fairfaxcounty.gov)) in Coordination and Funding by **June 17, 2016**.

## ACCOMPLISHMENTS

### Planning

1. Describe any research, studies, or surveys conducted during the past year that collected data on minority persons, low-income neighborhoods, income levels, physical environments, and travel habits for the purposes of Title VI compliance.
  - NA
2. Describe any strategies or actions taken to promote Title VI compliance with regard to planning activities, including monitoring and review processes, and their outcomes and status.
  - We consult the language area map prior to holding public meetings so we have interpreters available if needed. We also will ask the local supervisor's office representatives if they are aware of any special language needs that we need to address.

### Public Outreach/Communications

1. Identify the number of public hearings held, and describe efforts to ensure broad citizen participation in the hearings, particularly by minorities and women.
  - 1 Public Hearing was held and 2 citizen information meetings were held. There were mailings that were sent to local property owner's to make them aware of the meetings.
2. Describe minority individuals, groups, and organizations that participated in the hearings, including efforts to involve them.
  - There were no efforts to single out any minority groups or individuals with the meetings identified in question 1.
3. List the special language services provided – note the professional language service provided including the name of the service, date provided, and the number of persons served, and any other relevant information during public hearing or meetings held.

- At our public hearing we provided a Spanish translator in the event anyone requested the service however it was not needed. The interpreter was an employee of FCDOT.
4. Were Fairfax County Title VI policy statements available for use in these public meetings and hearings?
    - No. The ADA and language statement was included on our meeting advertisement.
  5. Describe this year's Title VI accomplishments with regard to promotional materials, including news releases, advertising, brochures, flyers on buses, etc.
    - We used newspaper and web advertisements to advise the public that we were having a public hearing. The ADA statement and language statement was included in the advertisement.
  6. What have proven to be the most effective ways to connect with current system users and to reach specific Title VI segments of the community within Fairfax County and the general public at large?
    - Newspaper/Web/Mailings to Property owners
  7. Describe coordination activities with other organizations such as social service agencies and schools to further the County's Title VI program.
    - NA

**Capital Projects/Land Acquisition**

1. Were any relocations, as a result of land acquisition for transit projects, made during the past year?
  - No
2. For capital projects for transit support facilities (e.g. maintenance facilities, storage buildings, etc.) were Title VI equity analyses completed in advance of any land acquisitions?
  - NA
3. For those projects involving land acquisition and requiring an equity analysis, were any Title VI equity issues identified? If yes, please describe actions taken to ensure Title VI compliance.
  - NA
4. If applicable, please provide a summary of any Title VI issues raised in relation to preparation of environmental document and/or ROW acquisitions.
  - NA

**Training**

1. In addition to FCDOT Title VI training, did staff participate in any other kind of civil rights training?
  - NA

**PROBLEM AREAS/ISSUES**

1. Over the past 12 months, describe any significant Title VI issues that have arisen, actions taken, and issues that still need to be addressed.
  - NA
2. Provide a summary of any Title VI concerns and/or issues, if any, raised by representatives of minority communities during the past year.
  - NA
3. How were you notified of those concerns/issues?
  - NA
4. Were there any Title VI concerns or issues raised at public hearings?
  - NA
5. Were any Title VI concerns or issues raised in relation to relocation assistance and/or payments?
  - NA

**CORRECTIVE ACTIONS**

1. Were any corrective actions were initiated in the past year as a result of Title VI issues? If yes, please explain.
  - NA
2. Describe actions taken by the division to facilitate and/or address any Title VI concerns (or potential concerns).
  - NA

## **APPENDIX B: MAPS OF LINGUISTICALLY ISOLATED POPULATIONS IN FAIRFAX COUNTY BY LANGUAGE**

**Map Note:** All the maps were prepared using the U.S. Census Bureau, American Community Survey, 2011-2015 five-year estimates, data. Linguistically isolate populations were identified as those who speak English less that “very well”. Data was analyzed at the tract level of Census geography.

These maps indicate that current transit routes traverse areas with relatively high concentrations of linguistically isolated Chinese, Korean, Spanish, and Vietnamese speakers. In general, census tracts with linguistically isolated households are clustered around transit, including not only Fairfax Connector but also service provided by WMATA.

Figure B.1: Concentration of Linguistically Isolated Households (Percent of Total)

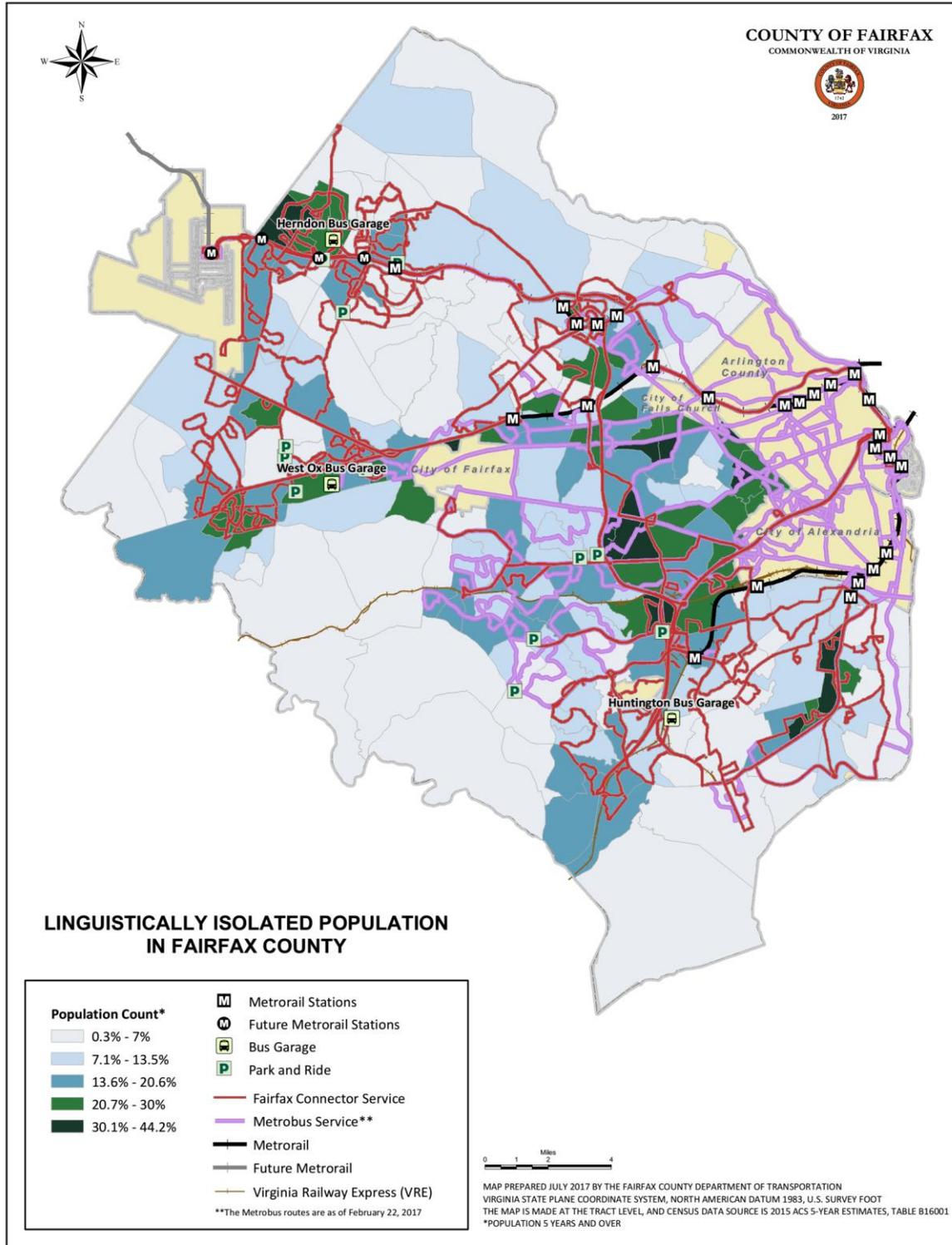


Figure B.2: Linguistically Isolated Households in Fairfax County – Spanish

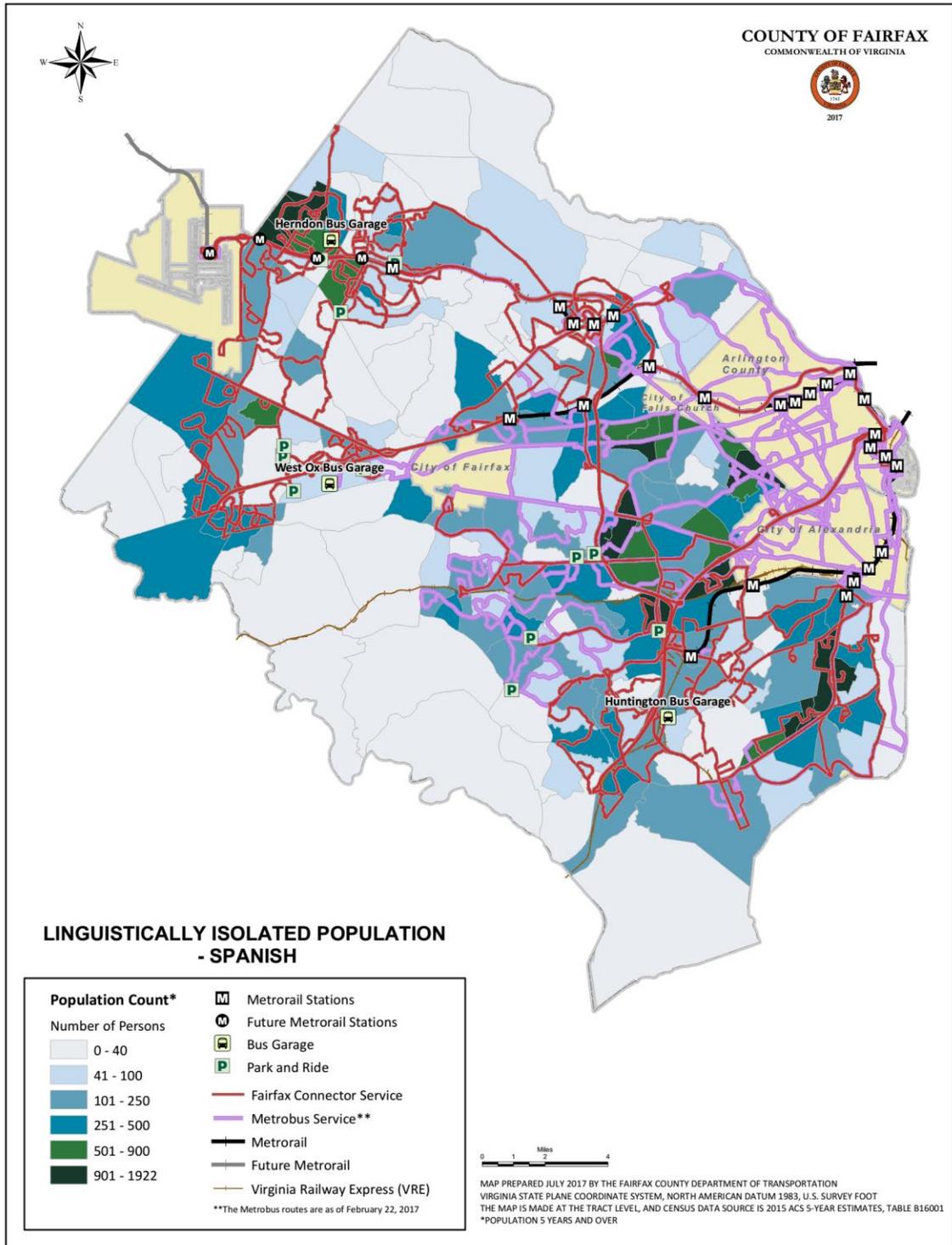


Figure B.3: Linguistically Isolated Households in Fairfax County – Korean

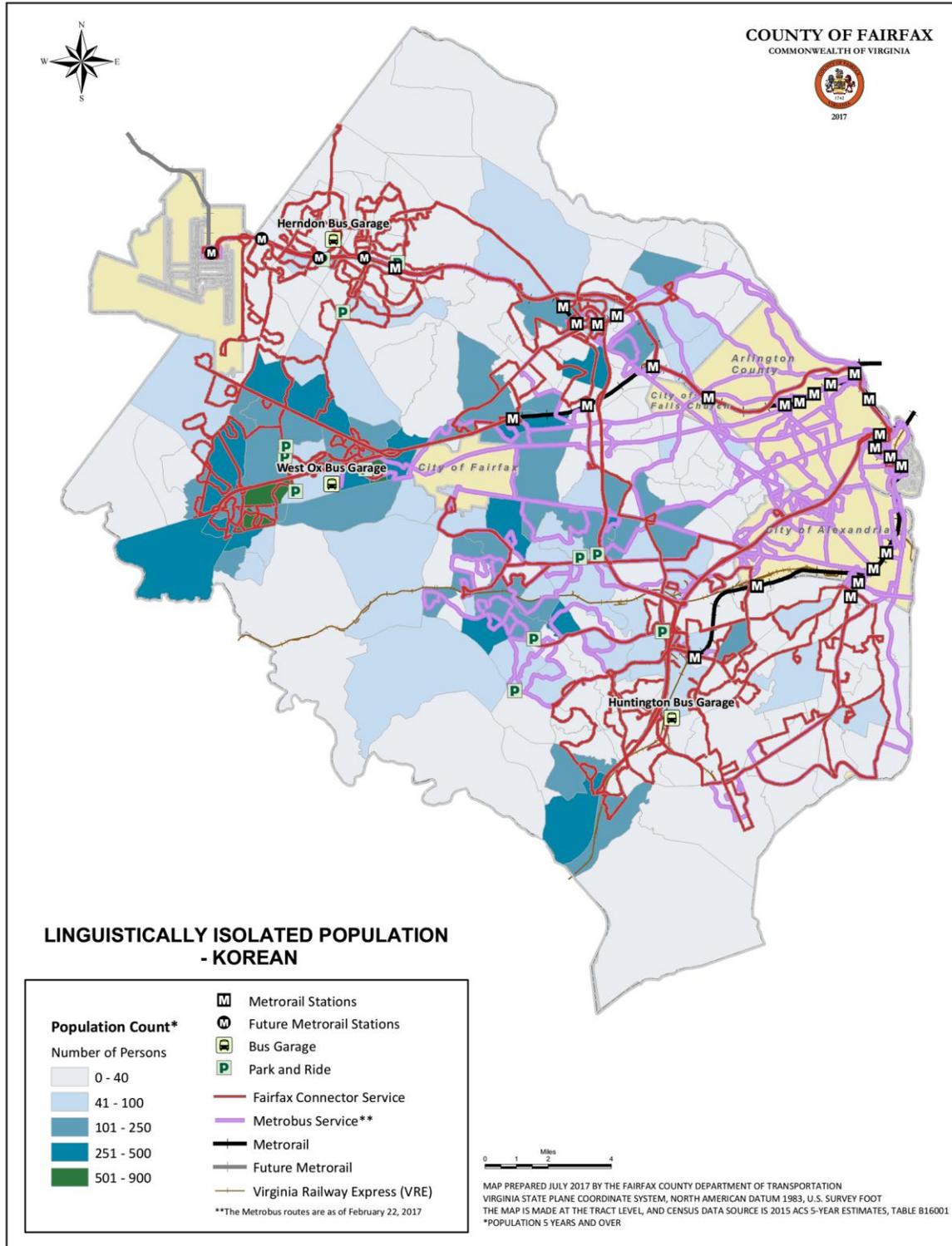


Figure B.4: Linguistically Isolated Households in Fairfax County – Vietnamese

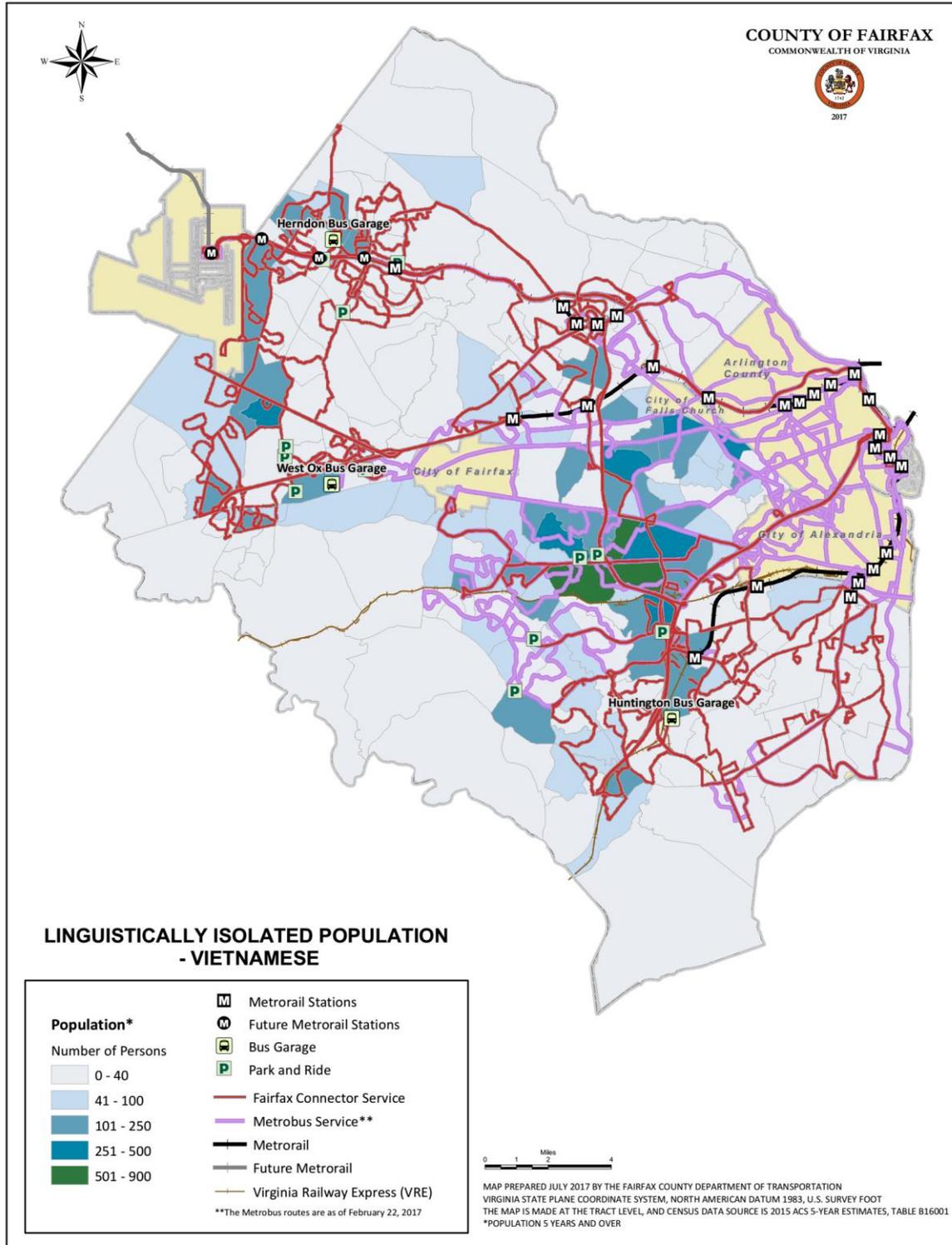


Figure B.5: Linguistically Isolated Households in Fairfax County – Chinese

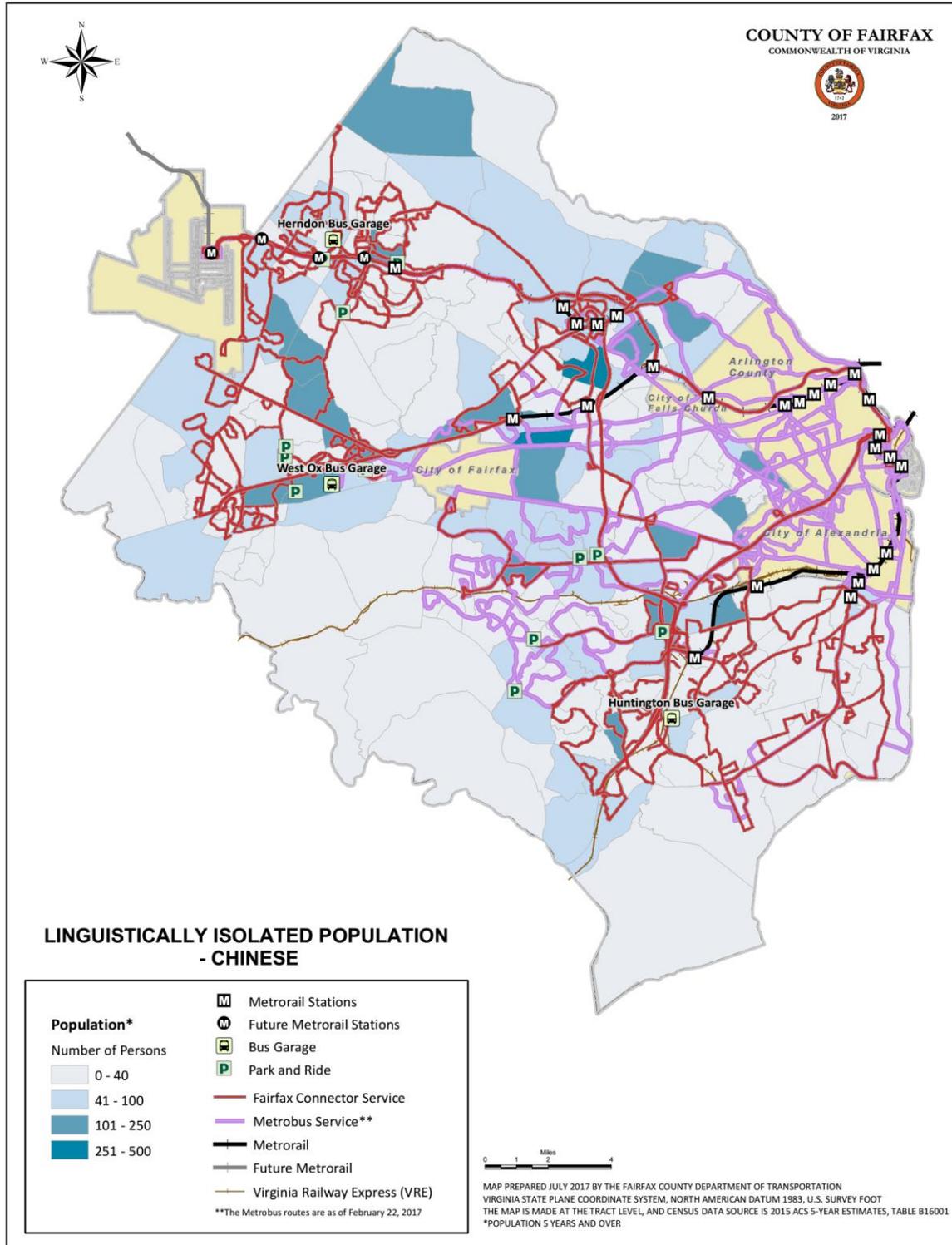


Figure B.6: Linguistically Isolated Households in Fairfax County – Hindi

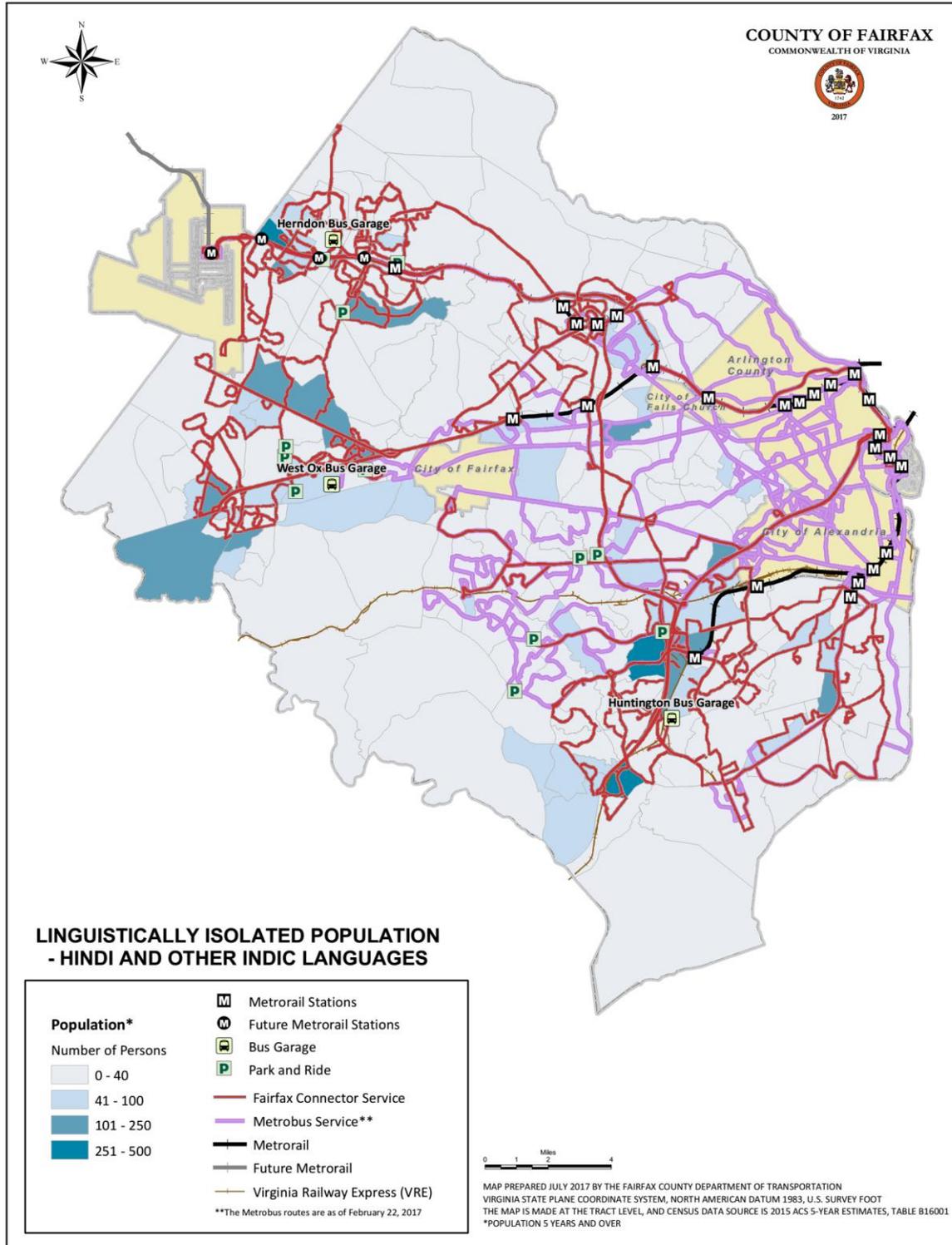


Figure B.7: Linguistically Isolated Households in Fairfax County – Arabic

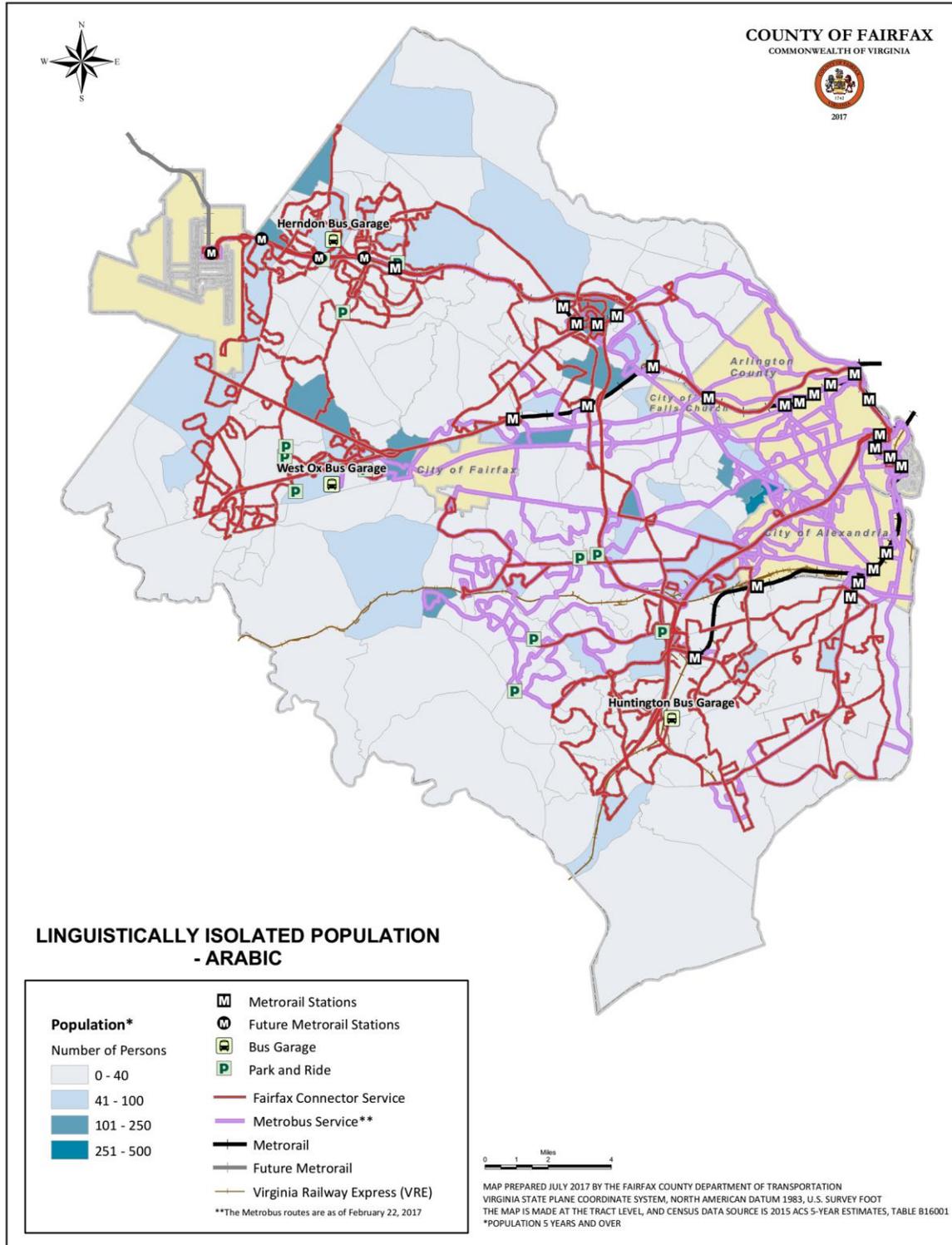


Figure B.8: Linguistically Isolated Households in Fairfax County – African Languages

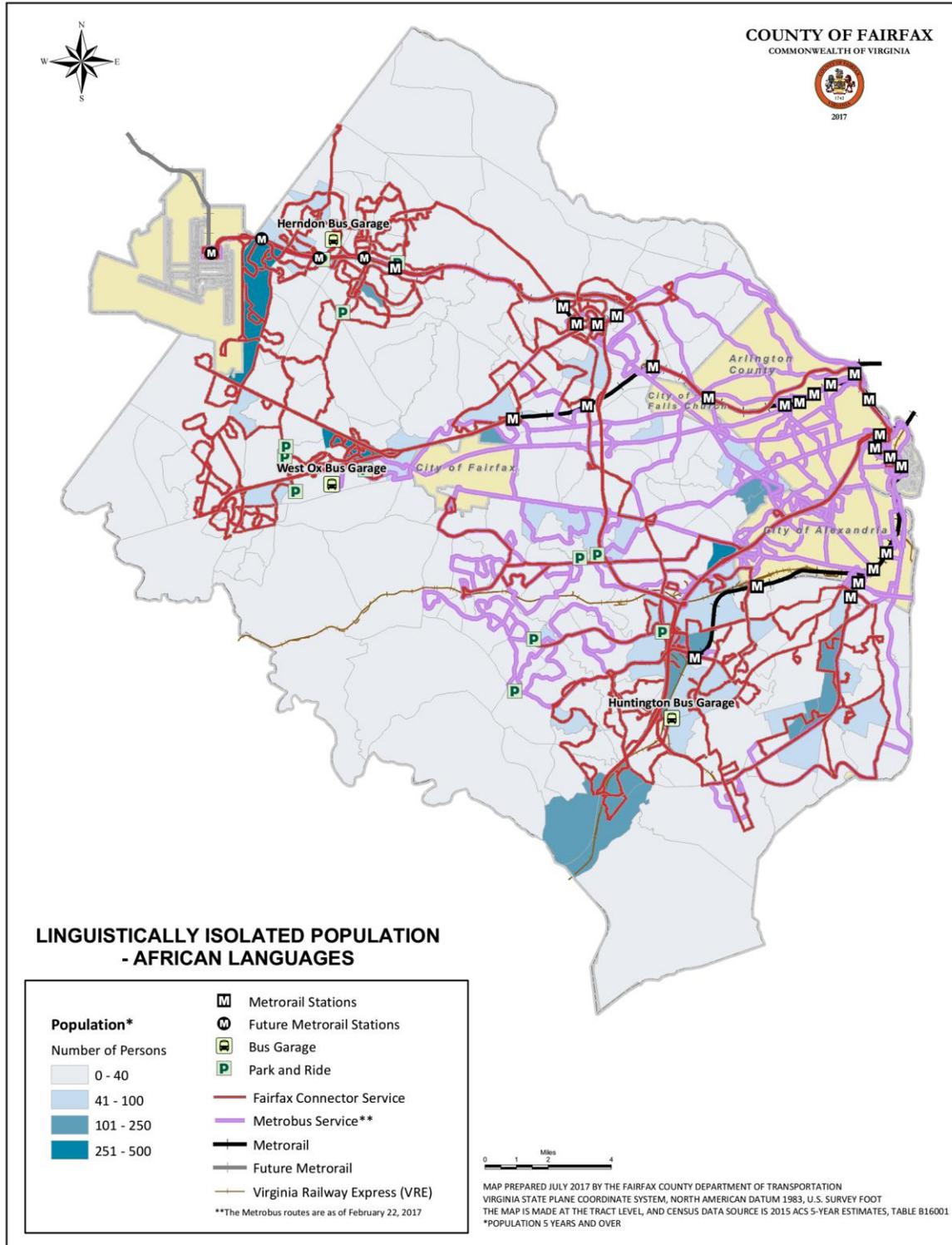


Figure B.9: Linguistically Isolated Households in Fairfax County – Farsi

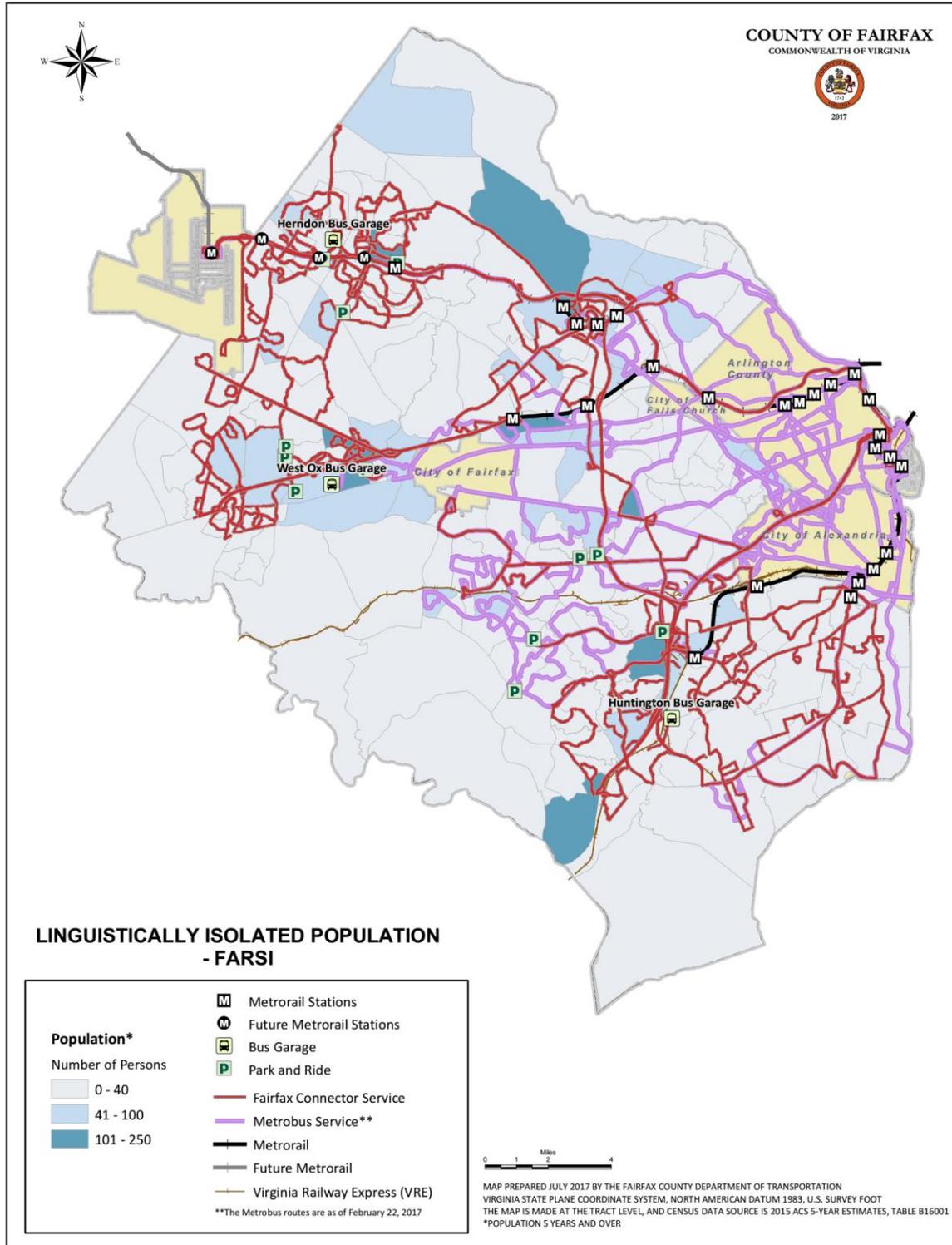


Figure B.10: Linguistically Isolated Households in Fairfax County – Urdu

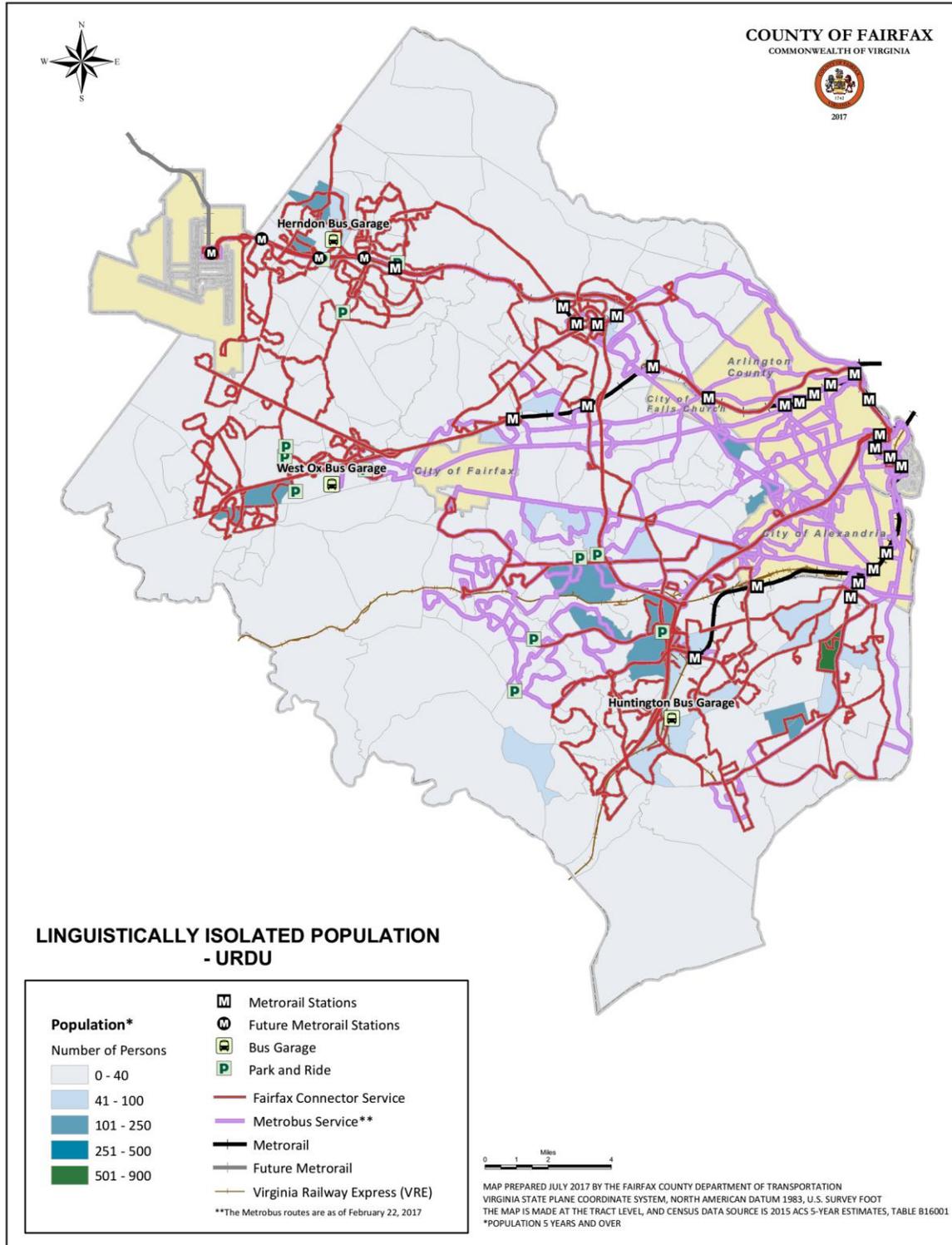
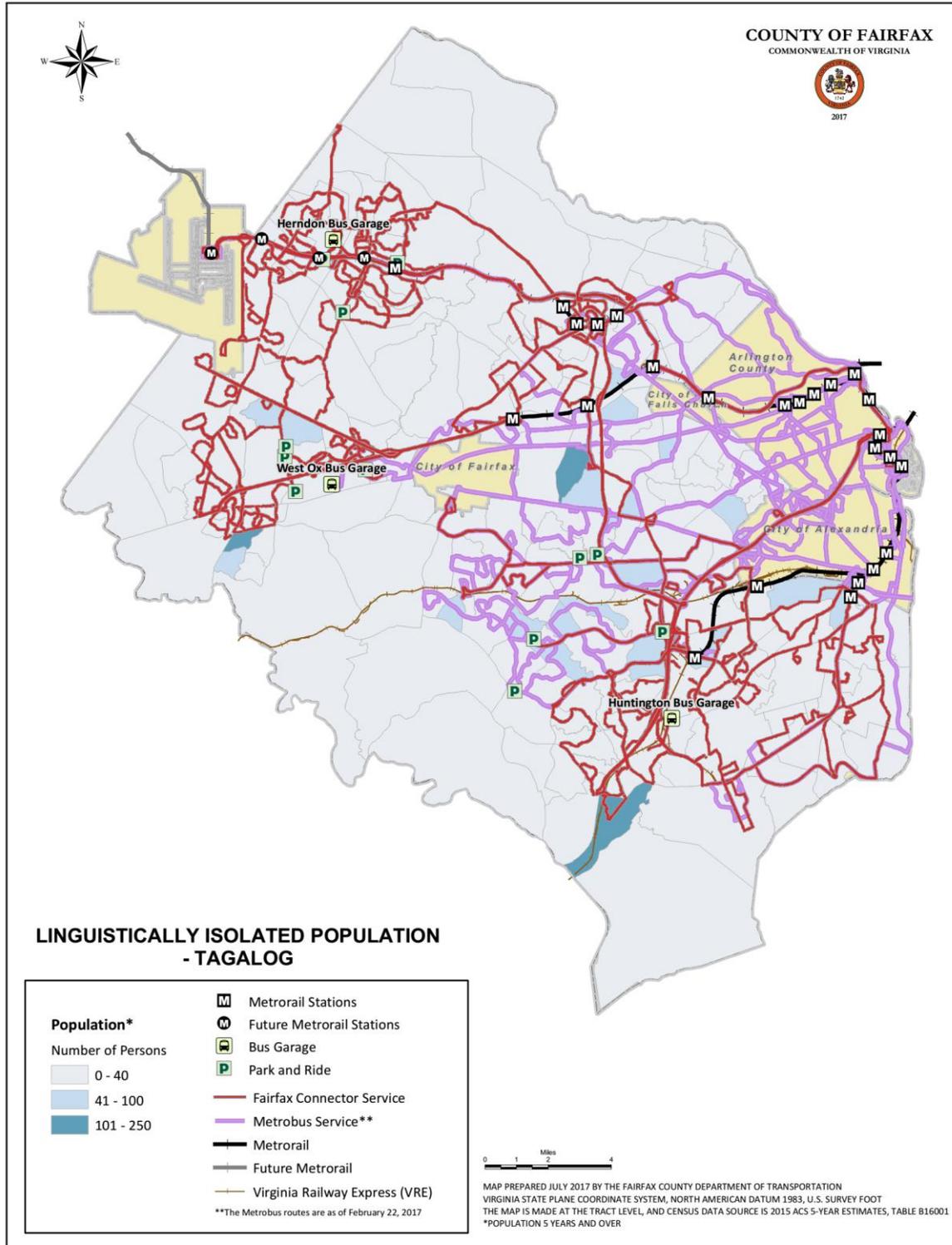


Figure B.11: Linguistically Isolated Households in Fairfax County – Tagalog



**APPENDIX C: POWERPOINT PRESENTATION: DISPARATE IMPACT, DISPROPORTIONATE BURDEN AND MAJOR SERVICE CHANGE PROPOSED POLICIES**



County of Fairfax, Virginia

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# Fairfax County DOT Title VI Program

Disparate Impact,  
Disproportionate Burden, and  
Major Service Change  
Proposed Policies

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Department of Transportation





## Presentation Overview

- Title VI of the Civil Rights Act of 1964
- FTA Circular 4701.2B Required Policies
- Proposed Policy Methodology
- Proposed Draft Policies
- Sample Application of Policies
- Submit Your Comments



## Title VI of the Civil Rights Act of 1964



“No person in the United States shall, on the ground of **race, color, or national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”





## Required Policies

Federal Transit Administration Circular 4701.2B requires that Fairfax County DOT set the following policies to prevent discrimination from occurring in transit service changes and transit fare changes:

- Major Service Change
- Disparate Impact (Minority Status)
- Disproportionate Burden (Low-Income)



## Major Service Change Methodology



### Key Considerations:

- Peer transit system policies
- Data availability and ease of application
- Fairfax Connector system structure
  - Short, frequent routes
  - Long, peak-period routes





# Proposed Draft Policies

## Major Service Change

A major service change is defined as either an increase or a decrease of 25 percent or more in either daily revenue service hours, revenue service miles, or both for the individual route being modified.

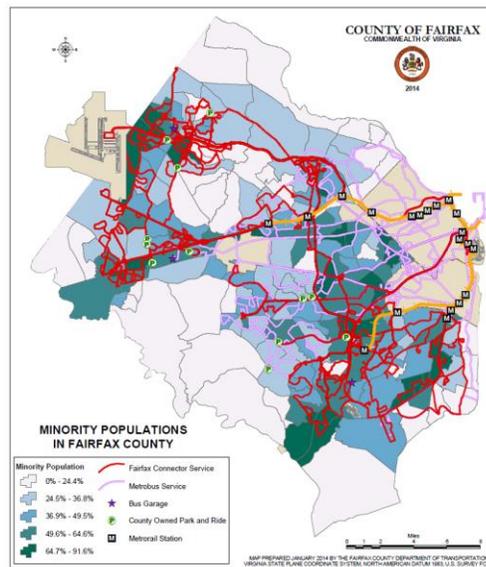
### Definitions

**Daily Revenue Service Hours:** The number of hours a bus operates while carrying paying passengers.

**Revenue Service Miles:** The number of mile a bus operates while carrying paying passengers.



# Disparate Impact Methodology



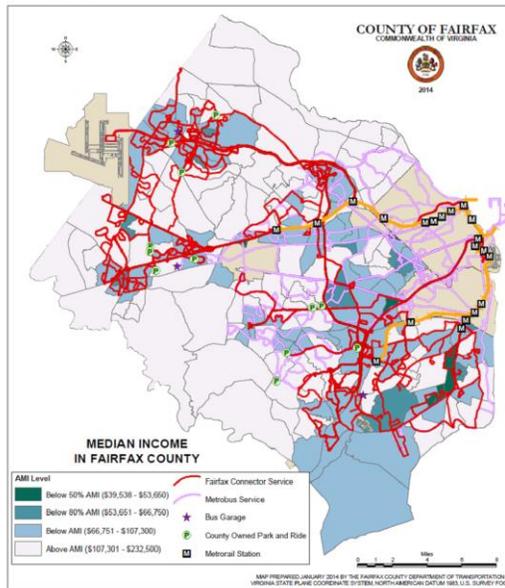


# Proposed Draft Policies

## Disparate Impact



A disparate impact occurs when the difference between minority riders and non-minority riders affected by a proposed service change or fare change is 10 percent or greater.



## Disproportionate Burden Methodology

Low Income Households are defined as those below 50% area median income.





# Proposed Draft Policies

## Disproportionate Burden

A disproportionate burden occurs when the difference between low-income riders and non-low-income riders affected by a proposed service change or fare change is 10 percent or greater.



# Sample Application of Policies: Disparate Impact

## Routes A, B, C are proposed for elimination

Route	Minority Population (living within 1/4 mile)	Total Population (living within 1/4 mile)	Percent Minority	Percent Non-Minority	Difference	Disparate Impact
<b>A</b>	<b>11,007</b>	<b>16,958</b>	<b>64.9</b>	<b>35.1</b>	<b>29.8</b>	<b>Yes</b>
B	21,310	39,511	53.9	46.1	7.8	No
C	4,491	9,245	48.6	51.4	-2.8	No

Fairfax County DOT's proposed elimination of Route A would result in a disparate impact as the minority population served is more than **10 percent above** the non-minority population.





# Sample Application of Policies: Disproportionate Burden

**Routes D, E, F are proposed for elimination**

Route	Total Households (living within 1/4 mile)	Low-Income Households (living within 1/4 mile)	Non-Low-Income Households (living within 1/4 mile)	Percent Low-Income	Percent Non-Low- Income	Disproportionate Burden
<b>D</b>	<b>31,560</b>	<b>23,259</b>	<b>8,301</b>	<b>73.7</b>	<b>26.3</b>	<b>Yes</b>
E	25,243	3,701	23,542	6.8	93.2	No
F	28,630	2,024	26,606	7.0	93.0	No

**Fairfax County DOT's proposed elimination of Route D would result in a disparate impact as the low-income households served is more than **10 percent above** the non-low-income households served.**



# Sample Application of Policies: Fare Equity – Minorities

**Fictional Fare Increase Proposal**

Base Fare	Current Fares	Proposed Fares	Absolute Change	Percent Change	Usage by Minorities*	Usage by Non- Minorities	Disparate Impact
SmarTrip	\$1.60	\$1.80	\$0.20	13%	30%	39%	No
<b>Cash</b>	<b>\$1.80</b>	<b>\$2.20</b>	<b>\$0.40</b>	<b>22%</b>	<b>55%</b>	<b>15%</b>	<b>Yes</b>
<b>Express Fare (394 &amp; 395)</b>							
SmarTrip	\$3.65	\$4.00	\$0.35	10%	2%	11%	No
Cash	\$4.00	\$4.35	\$0.35	9%	3%	9%	No
<b>Base Senior and Disabled Fare</b>							
SmarTrip	\$0.80	\$0.90	\$0.10	13%	5%	14%	No
Cash	\$0.90	\$1.05	\$0.15	17%	5%	12%	No
<b>Total</b>					<b>100%</b>	<b>100%</b>	

*\*These are fictional figures created for use in this example only.*

**The proposed fare increase would result in a disparate impact for minority riders paying cash.**





# Sample Application of Policies: Fare Equity – Low-Income Fictional Fare Increase Proposal

Base Fare	Current Fares	Proposed Fares	Absolute Change	Percent Change	Usage by Low-Income*	Usage by Non-Low-Income	Disproportionate Burden
SmarTrip	\$1.60	\$1.80	\$0.20	13%	25%	34%	No
<b>Cash</b>	<b>\$1.80</b>	<b>\$2.20</b>	<b>\$0.40</b>	<b>22%</b>	<b>35%</b>	<b>12%</b>	<b>Yes</b>
<b>Express Fare (394 &amp; 395)</b>							
SmarTrip	\$3.65	\$4.00	\$0.35	10%	2%	10%	No
Cash	\$4.00	\$4.35	\$0.35	9%	1%	4%	No
<b>Base Senior and Disabled Fare</b>							
SmarTrip	\$0.80	\$0.90	\$0.10	13%	17%	25%	No
Cash	\$0.90	\$1.05	\$0.15	17%	20%	15%	No
<b>Total</b>					<b>100%</b>	<b>100%</b>	

\*These are fictional figures created for use in this example only.

**The proposed fare increase would result in a disproportionate burden for low-income riders paying cash.**



## Finding of Disparate Impact

If an analysis results in a finding of disparate impact, Fairfax County DOT must:

- Avoid, minimize, or mitigate the impact
- Can only implement the change if:
  - Substantial legitimate justification exists
  - There are no alternatives meeting the same legitimate objectives





## Finding of Disproportionate Burden

If an analysis results in a finding of disproportionate burden, Fairfax County DOT must:

- Avoid, minimize, or mitigate the impact where practical
- Describe alternatives available



## Submit Comments

- Public Comment Period from **February 16, 2017 to March 16, 2017**

– Email:

[fairfaxconnector@fairfaxcounty.gov](mailto:fairfaxconnector@fairfaxcounty.gov)

*Please include "Title VI" in the subject line*

– Mail:

Fairfax County DOT  
ATTN: Title VI  
4050 Legato Road, 4th Floor  
Fairfax, Virginia, 22033

***Must be postmarked by March 16, 2017***



**APPENDIX D: MAJOR SERVICE CHANGE, DISPARATE IMPACT, AND DISPROPORTIONATE BURDEN PROPOSED POLICIES – PUBLIC COMMENT RECEIVED**

**From:** RUTH MCCOY  
**Sent:** Saturday, February 25, 2017 8:06 PM  
**To:** FAIRFAXCONNECTOR  
**Subject:** Title VI

To whom it may concern,

Recent studies show that Fairfax county has less in the way of public transit options for commuting in the greater metro area than other counties and D.C. We need more Metro, not less, and more access. For example, a local bus in my area of Newington Forest used to go the 4 miles to a local train station in Lorton. A short trip, and convenient. Instead, that portion of the route was eliminated, and to get to Lorton I'd have to go farther north up to the Springfield metro. So if I want to go to Lorton, I first have to go all the way up to Springfield, then take a different bus to Lorton. For that matter, the Lorton Train station would be a better option to get into DC on the train.

I end up driving everywhere because the bus and train routes do not go where I need to go – work, shopping, dental and doctor appointments.

v/r,  
taxpayer

**From:** Tammy Beaven  
**Sent:** Saturday, March 4, 2017 12:58 AM  
**To:** FAIRFAXCONNECTOR <[FAIRFAXCONNECTOR@FairfaxCounty.gov](mailto:FAIRFAXCONNECTOR@FairfaxCounty.gov)>  
**Subject:** Title VI

Thank you for the opportunity to comment on proposed changes in the bus schedules and routes. I am currently in the lowest income range and have been riding the bus since I sold my car in 2004. I purposely live within walking distance from several bus routes so I can get around.

What I've noticed over the years is that the rush-hour-only buses are not very useful to those of us who ride the bus everywhere. I use to have to stay at work for an extra hour or more because I had no way to get home until the rush-hour-only bus started in the afternoon again. Personally, I think the BEST bus routes are the ones that run from early morning until late at night and run 7 days a week. These buses are dependable. You know it's coming for you even

if you have to wait an extra 30 minutes on the weekends or late at night - at least it's coming and you won't be stranded. That feeling of safety, security, and dependability goes a long way to keep your riders coming back to the same routes. I've discontinued riding several buses over the years because the fear of missing the last one just got to be too stressful. As far as Title VI's mention about shorter vs longer routes and rush hour vs full service hours, my ideal would be full service hours with long routes so more people can ride the bus without having to make connections and this would also make it possible to go more places using the same route. I use CUE bus for multiple errands all the time times because those routes are from early morning until late at night on weekdays and only slightly more limited on weekends and run from one end of town to another, making it possible to get to just about anywhere even if you have to do some walking. Maybe FX Connector and Metrobus could develop similar timetables and route distances to the CUE bus. Just a thought; it really seems to work for CUE. They have not changed their routes over the years as dramatically as FX Connector and Metrobus have. CUE is my favorite busline because it covers a lot of area and runs every 20-60 minutes, 7 days a week. I wish FX Connector and Metrobus could do the same thing. Thank you for the FX Connector 463. I love that it is 7 days a week and from early morning until late at night - it's a God-send! Please don't change it!!! It's now my only really good option to work since the 15M discontinued. We need more bus routes like FXC 463. What if you simply added more buses during rush hours for the really busy areas but kept the same timetable of early morning and late night for that route as well. It wouldn't be a matter of either/or and both a full timetable and an additional rush hours bus. Just a thought.

As far as the increase in fares goes. The \$1.80 was a huge increase for many of us. I even emailed CUE and asked them why they were making their fares the same as metrobus since their fares were much cheaper than metrobus and they had never increase it that high before. Is there anyway to increase it to \$2.00 instead of \$2.20. If you have to increase it, I think people understand but please don't increase it so drastically. Most of us ride the bus because we can't afford cars so the bus is our main or only option.

I would also like to make a suggestion that new bus routes be advertised well in advance. I remember one time there were handing tags from the bus' roof that announced the new route and times. That marketing was very helpful. Even if you missed that bus for a few weeks (because you're out of town, getting a ride from friends, or whatever) the likelihood of seeing the tags the next time you use that bus was very good because they advertised it more than a month in advance. I only saw one route advertise their changes this way, years ago; I haven't seen it since.

Another reason for lower ridership is that people get use to seeing a bus on a certain street at a certain time so when the route changes and the signs are still in their normal locations on the street for awhile or the libraries still have the old schedules on their shelves, it's confusing. Sometimes is only takes 1 or 2 being-stranded experiences to make you just stop trying to take a route all together. The 15K/15L/15M route eventually died because it changed without enough notice, didn't have a bus stop at Vienna metro for over a month after it changed routes to metro, picked up passengers on the CUE bus side when all of the other metrobuses were on

the other side, and then the timetable changed so those of us who took it for years couldn't ride it anymore because the new schedule was too close to the timing of our connecting buses. I take 2 buses every morning and afternoon for work. It took me over a month to realize that the 15 still existed at all and that was only because one of my coworkers who also rode it told me where it was picking up passengers at metro. This is very frustrating. You are not going to get many new riders if the regular riders can't figure out their favorite bus routes.

Is there a way to change the bus routes (additions, deletions, changes) at the same time each year so we'll all know when we need to look up the information online at that time? Bus routes seem to change in January or September or June, there doesn't seem to be any pattern. If you want more ridership, I think the timetables need to be changed at the same time so everyone is aware that a change might occur, and I would also suggest making the schedule available at least a month ahead of the posted schedule so the riders can plan ahead for the changes. I really love taking the bus but there are a lot of mistakes that are made that cause it to be less efficient as it really could be. I'm really going to miss the 1C. I thought that bus was a keeper. That was another long route, full hours bus that I really depended on to get to a lot of places. Thank you for reading my comments. I'm sorry it's so long. I hope at least some of it is helpful.

Blessings,  
Tammy